



**sains**  
Digital Partner for Life

**SARAWAK INFORMATION SYSTEMS SDN BHD**

# **Tribunal Management System (TriMS) e-Filing**

**System Version 1.0**

## **Personal Panel User Manual** Version 1.5.2



## TABLE OF CONTENTS

|                                                 |      |
|-------------------------------------------------|------|
| CHAPTER 1 : SYSTEM OVERVIEW .....               | 1-1  |
| 1.1. Introduction .....                         | 1-1  |
| 1.2. System Objective .....                     | 1-2  |
| 1.3. System Workflow.....                       | 1-3  |
| 1.3.1. Dashboard.....                           | 1-4  |
| 1.3.2. Interactive Query.....                   | 1-5  |
| 1.3.3. New Filing by Claimant.....              | 1-6  |
| 1.3.4. Secondary Filing.....                    | 1-7  |
| 1.3.4.1. Form 2 by Respondent.....              | 1-7  |
| 1.3.4.2. Form 3 by Claimant.....                | 1-7  |
| CHAPTER 2 : SYSTEM ACCESS.....                  | 2-1  |
| 2.1. User Role.....                             | 2-1  |
| 2.2. Login.....                                 | 2-2  |
| 2.3. Logout .....                               | 2-4  |
| CHAPTER 3 : USING THE SYSTEM .....              | 3-1  |
| 3.1. E-Filing.....                              | 3-1  |
| 3.1.1. Create New Filing.....                   | 3-1  |
| 3.1.2. Second Claimant Signing.....             | 3-29 |
| 3.1.3. Filing Status.....                       | 3-34 |
| 3.1.4. Secondary Filing.....                    | 3-36 |
| 3.1.4.1. Upload Letter of Acknowledgement ..... | 3-36 |
| 3.1.4.2. Generate Form 2 by Respondent.....     | 3-42 |
| 3.1.4.3. Generate Form 3 by Claimant.....       | 3-61 |
| 3.1.5. Secondary Filing Status.....             | 3-77 |
| 3.2. Planner.....                               | 3-79 |
| 3.2.1. Planner Dashboard.....                   | 3-79 |
| 3.3. Search.....                                | 3-81 |
| 3.3.1. Interactive Query.....                   | 3-81 |



|                                             |         |
|---------------------------------------------|---------|
| 3.3.2.Find My Case.....                     | 3-84    |
| 3.4.Preference.....                         | 3-87    |
| 3.4.1.Personal Information.....             | 3-88    |
| 3.5.Feedback.....                           | 3-90    |
| <br>CHAPTER 4 : REPORT.....                 | <br>4-1 |
| <br>CHAPTER 5 : FAQ & TROUBLESHOOTING.....  | <br>5-1 |
| 5.1. FAQ.....                               | 5-1     |
| 5.1.1. How to take a screen capture?.....   | 5-1     |
| 5.1.2. How to update my browser?.....       | 5-3     |
| 5.2. Troubleshooting.....                   | 5-3     |
| 5.2.1. System Access .....                  | 5-3     |
| 5.2.2. Printing Problem.....                | 5-4     |
| 5.2.3. System Performance.....              | 5-4     |
| 5.2.4. User Account Problem.....            | 5-5     |
| <br>CHAPTER 6 : CONTACT US.....             | <br>6-1 |
| 6.1. SAINS Contact Centre.....              | 6-1     |
| 6.2. Application Improvement Feedback ..... | 6-2     |
| 6.2.1. Via Web-based Feedback Form.....     | 6-3     |
| 6.2.2. Via Email.....                       | 6-5     |



## CHAPTER

# 1

## TriMS

## SYSTEM OVERVIEW

---

### Table Of Contents

|                               |     |
|-------------------------------|-----|
| 1.1. Introduction .....       | 1-1 |
| 1.2. System Objective .....   | 1-2 |
| 1.3. System Workflow.....     | 1-3 |
| 1.3.1. Dashboard.....         | 1-4 |
| 1.3.2. Interactive Query..... | 1-5 |
| 1.3.3. New Filing.....        | 1-6 |
| 1.3.4. Secondary Filing.....  | 1-7 |
| 1.3.4.1. Form 2.....          | 1-7 |
| 1.3.4.2. Form 3.....          | 1-7 |



## **1. System Overview**

The Tribunal Management System (TriMS) e-Filing is a web-based application designed to streamline and automate the tribunal filing process. It provides a centralized platform for users to submit filings, track case progress, generate registered case, and perform related tribunal activities.

This section provides information on the following topics:

- Introduction
- System Objective
- System Requirement
- System Workflow

### **1.1. Introduction**

The Tribunal Management System (TriMS) e-Filing is developed to digitalize and simplify the filing and case management process for tribunal cases. The system enables users to submit new filings, track status updates, manage documents, and interact with tribunal officers through a secure online platform.

This user manual consists of six chapters: **System Overview**, **System Access**, **Using the System**, **Report**, **FAQ & Troubleshooting** and **Contact Us**.

Chapter 1 - Provides a general overview of the system.

Chapter 2 - Details how users can obtain access to the system.

Chapter 3 - Provides a detailed description of functions and processes available.

Chapter 4 - Provides a detailed description of the usage of the report and the generation of reports.

Chapter 5 - Lists frequently asked questions and answers to those questions and some troubleshooting guides for common issues of the system.

Chapter 6 - Provides a complete contact information to get help and support for the system.

## **1.2. System Objective**

The objectives of the Tribunal Management System (TriMS) e-Filing are as follows:

This system will enable you to do the following:

- To digitize the tribunal filing process, allowing users to submit and manage filings conveniently online.
- To improve accuracy and transparency in case tracking and status updates.
- To centralize filing information, ensuring that tribunal users and officers can access updated data in real time.
- To streamline workflow processes, reducing manual work and processing time.
- To support secure and authenticated submissions, using the DSign electronic signing service.
- To enhance monitoring and reporting, enabling comprehensive tracking of filings and case records.

### **1.3. System Workflow**

System workflow consists of the sequence of the system workflow in graphical format. This section contains the following process workflow(s):

- Dashboard.
- Interactive Inquiry.
- New Filing.
- Secondary Filing Form 2 & Form 3

### 1.3.1. Dashboard

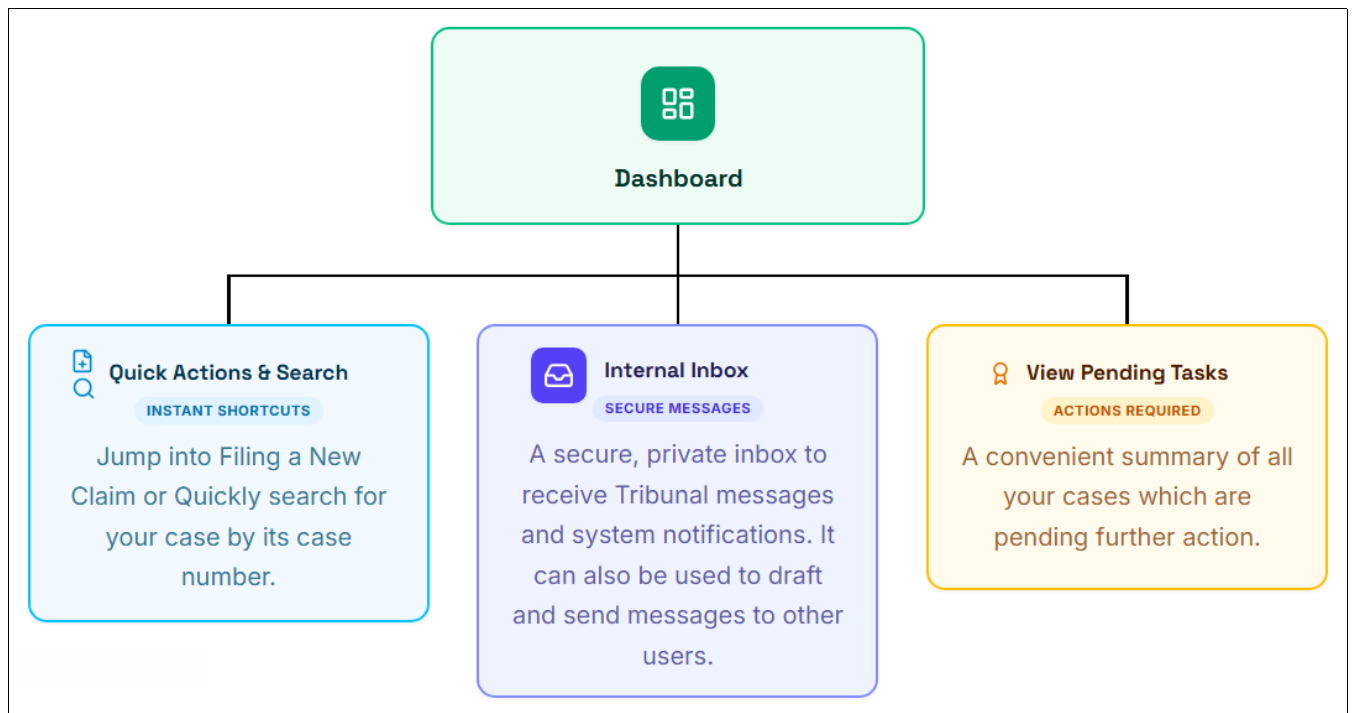


Figure : 1

### 1.3.2. Interactive Query

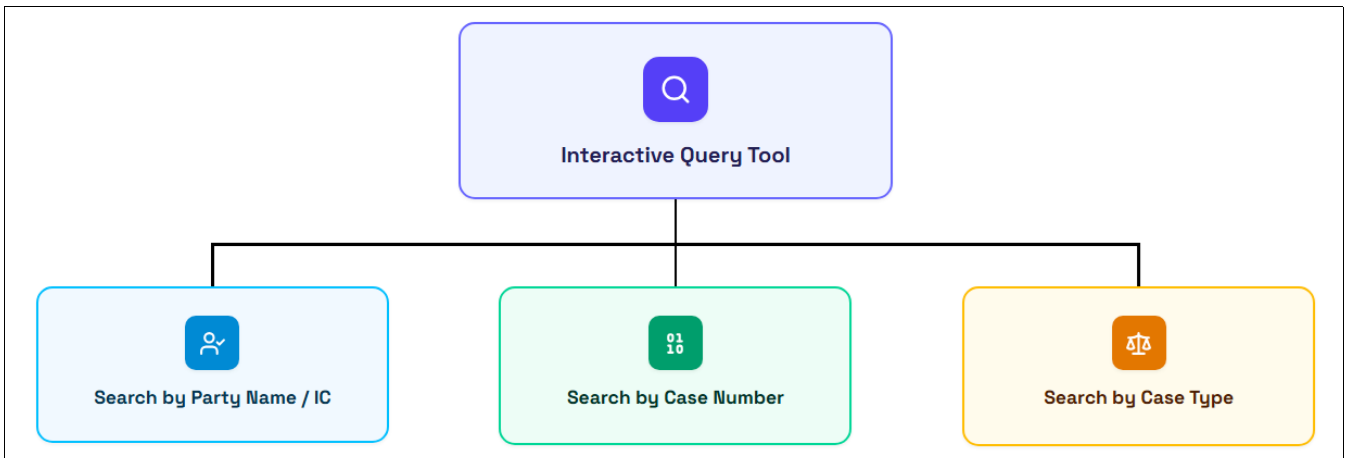


Figure : 2

### 1.3.3. New Filing by Claimant

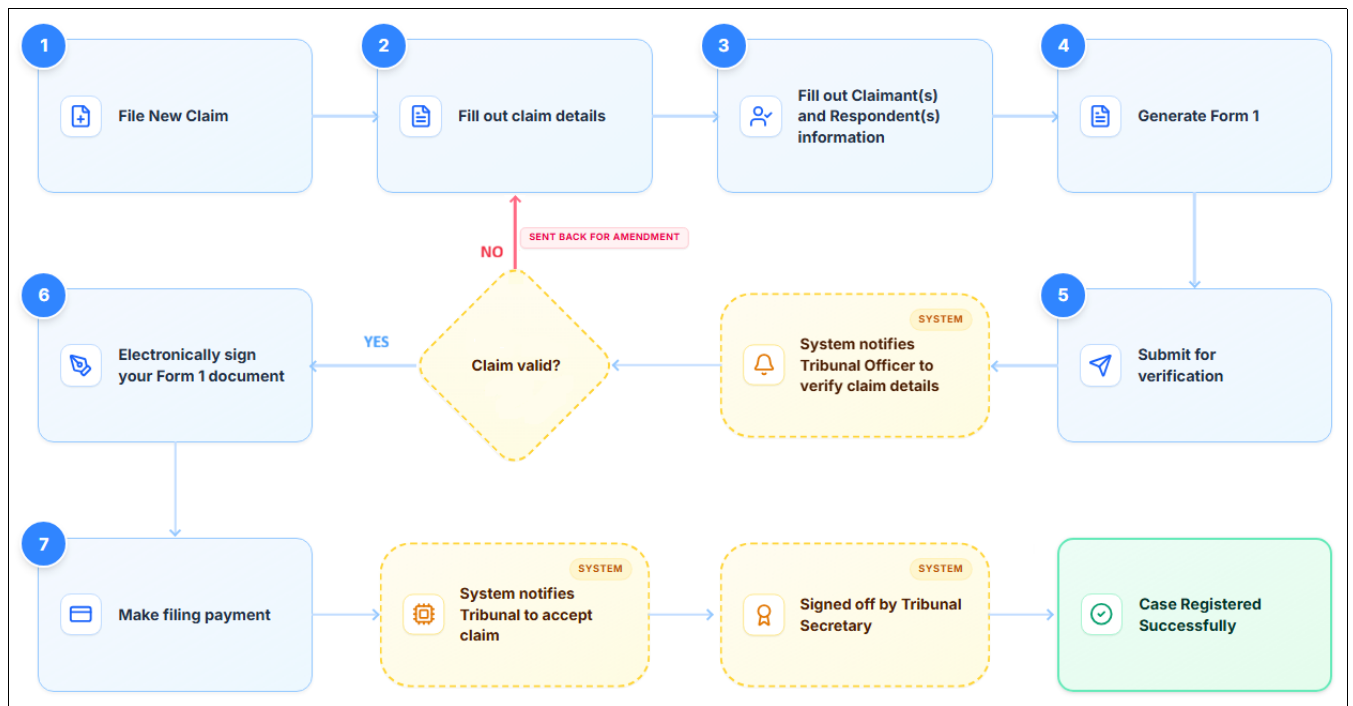


Figure : 3

### 1.3.4. Secondary Filing

#### 1.3.4.1. Form 2 by Respondent

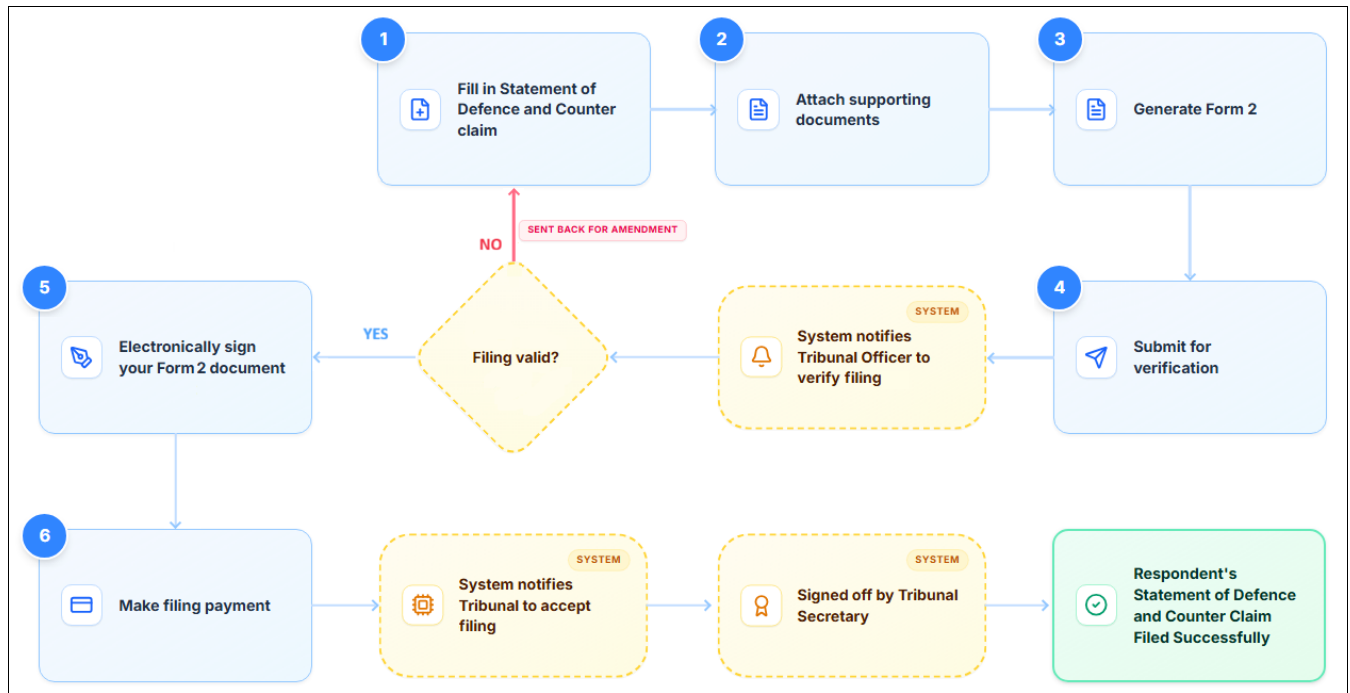


Figure : 4

#### 1.3.4.2. Form 3 by Claimant

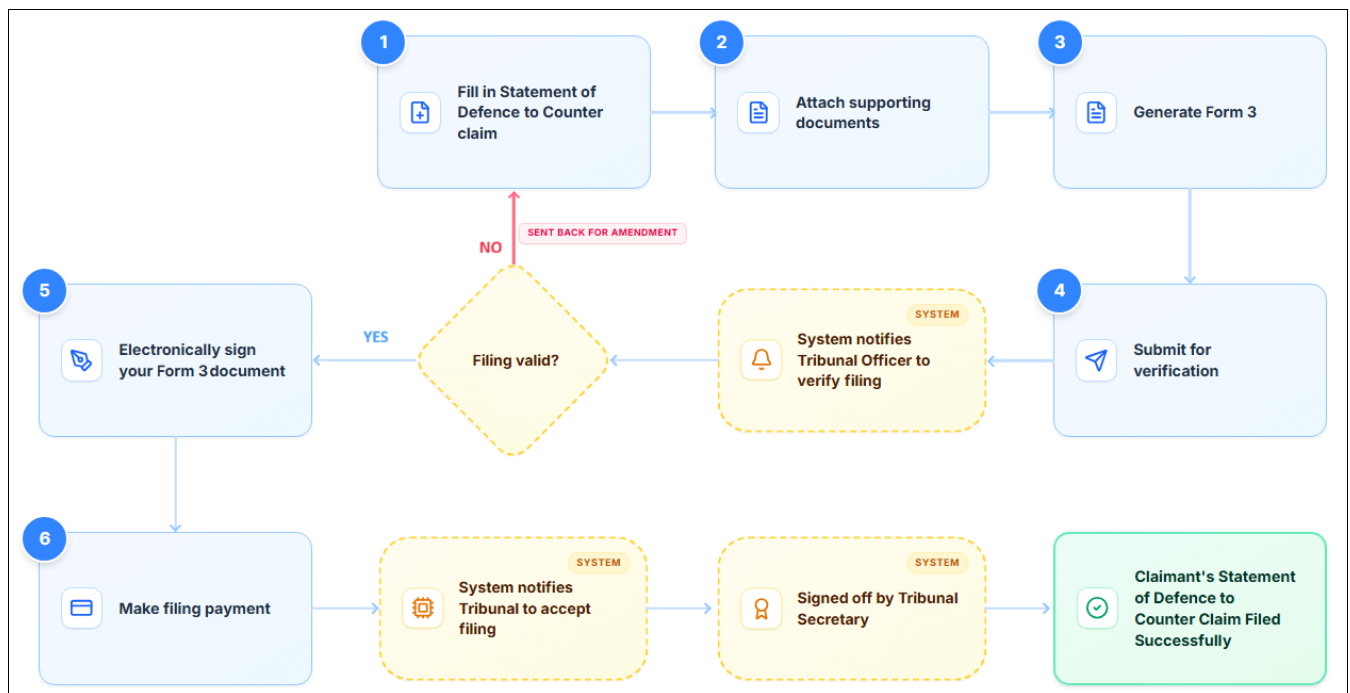


Figure : 5



## **TriMS**

### **SYSTEM ACCESS**

---

#### **Table Of Contents**

|                     |     |
|---------------------|-----|
| 2.1. User Role..... | 2-1 |
| 2.2.Login.....      | 2-2 |
| 2.3. Logout .....   | 2-4 |



## 2. System Access

This section provides information on the following topics:

- User Role
- Login
- Logout
- User Account Management
- User Role Management
- User Profile Management

### 2.1. User Role

Currently, there are three (3) type of roles, namely:-

- Public Member
- CMS User
- Administrator

Table 1: The table shows the roles and descriptions for the TriMS application.

| <b>Roles</b>  | <b>Responsibilities</b>                                                     |
|---------------|-----------------------------------------------------------------------------|
| Public Member | Create New Filing, submit Secondary Filing inside TriMS.                    |
| CMS User      | Able to Approve the Case.<br>Able to Edit the Case.                         |
| Administrator | Able to do set up inside TriMS.<br>Able to control the access inside TriMS. |

## 2.2. Login

Public members are required to log in to TriMS using their SarawakPass account.

To login to the system, follow the step(s) below:

1. Go to TriMS website, type <https://trims.sarawak.gov.my/apps/trims/member/share/login/> on your browser.
2. Click on the **Login** button to proceed log in.

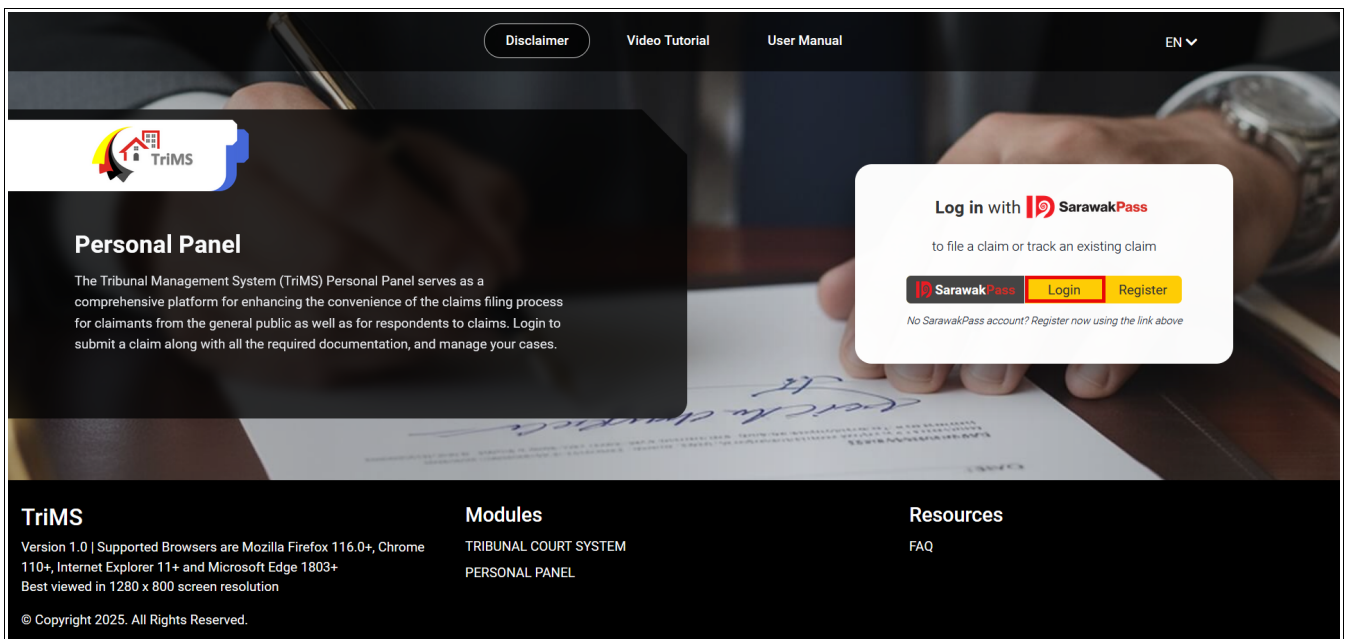


Figure : 6

- Public Member can scan the QR code by using SarawakPass Apps mobile.

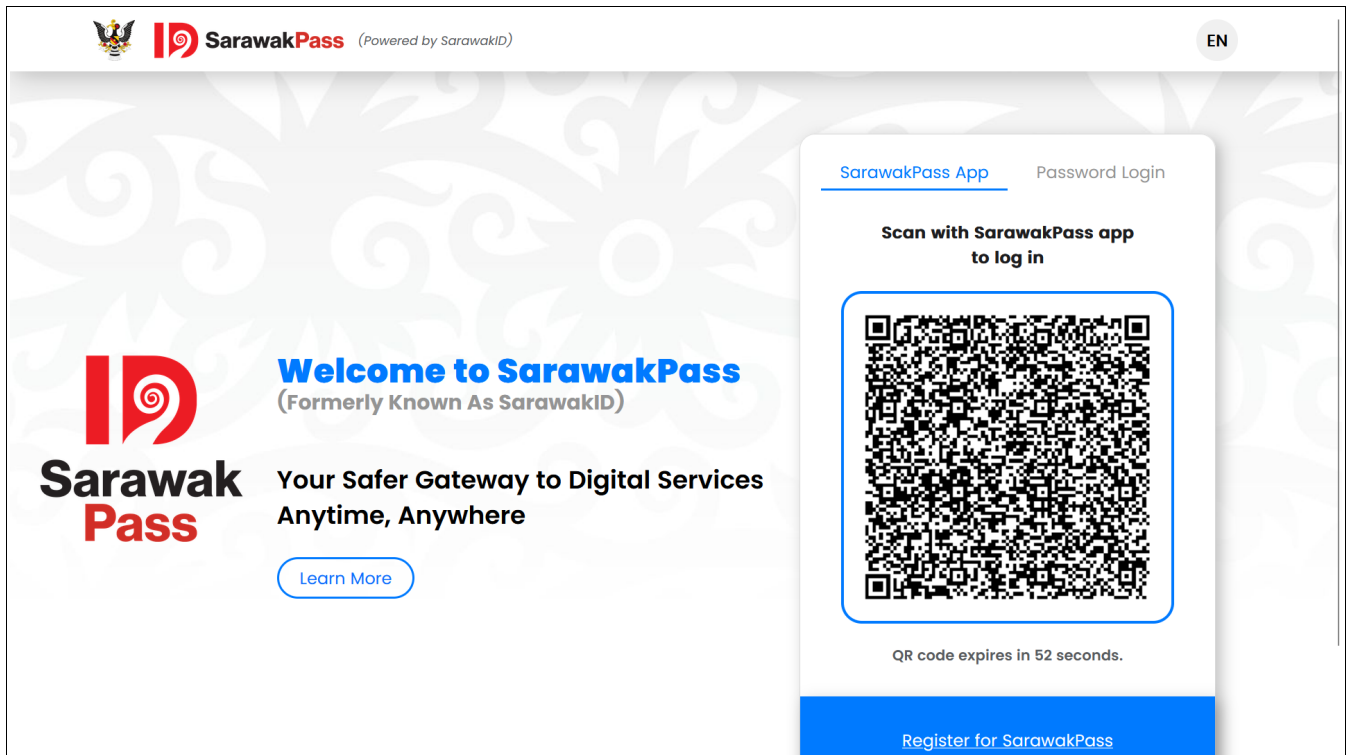
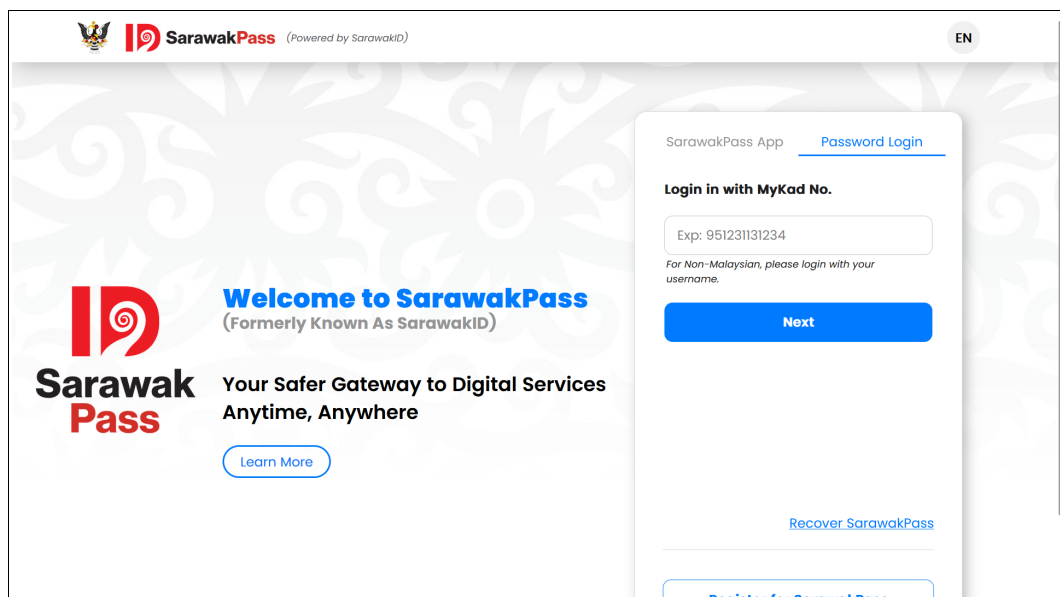


Figure : 7

### Notes:

- Public Member can log in using Password Login by click on **Password Login** button.



## 2.3. Logout

To log out from the system, follow the step below:

1. To logout from the system, click on the **Logout** button.

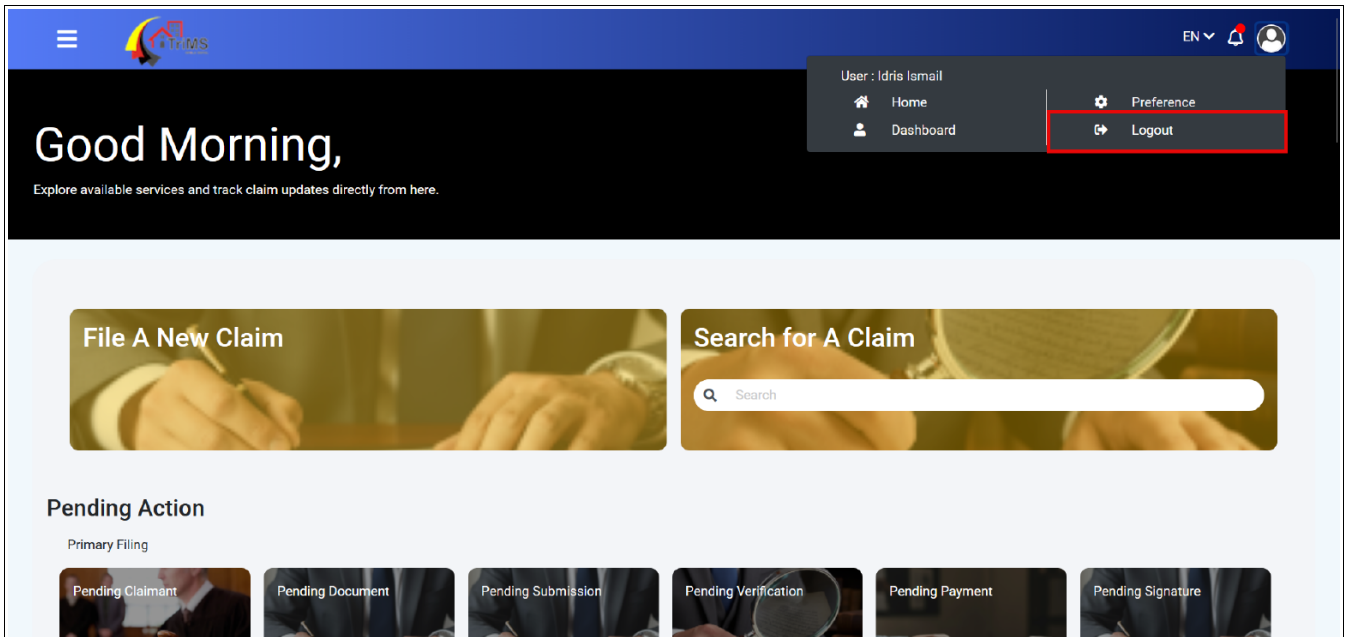


Figure : 8

**TriMS****USING THE SYSTEM**

---

**Table Of Contents**

|                                                |      |
|------------------------------------------------|------|
| 3.1. E-Filing.....                             | 3-1  |
| 3.1.1.Create New Filing.....                   | 3-1  |
| 3.1.2.Second Claimant Signing.....             | 3-29 |
| 3.1.3.Filing Status.....                       | 3-34 |
| 3.1.4.Secondary Filing.....                    | 3-36 |
| 3.1.4.1.Upload Letter of Acknowledgement ..... | 3-36 |
| 3.1.4.2.Generate Form 2 by Respondent.....     | 3-42 |
| 3.1.4.3.Generate Form 3 by Claimant.....       | 3-60 |
| 3.1.5.Secondary Filing Status.....             | 3-75 |
| 3.2.Planner.....                               | 3-77 |
| 3.2.1.Planner Dashboard.....                   | 3-77 |
| 3.3.Search.....                                | 3-79 |
| 3.3.1.Interactive Query.....                   | 3-79 |
| 3.3.2.Find My Case.....                        | 3-82 |
| 3.4.Preference.....                            | 3-84 |
| 3.4.1.Personal Information.....                | 3-85 |
| 3.5.Feedback.....                              | 3-87 |

## 3. Using The System

### 3.1. E-Filing

In this module, members can create new filings, view the filing status overview, and access secondary filing status.

#### 3.1.1. Create New Filing

Public Member can create a new filing by following the steps below.

1. After successfully logging in, click on the **Menu** icon to open the module.

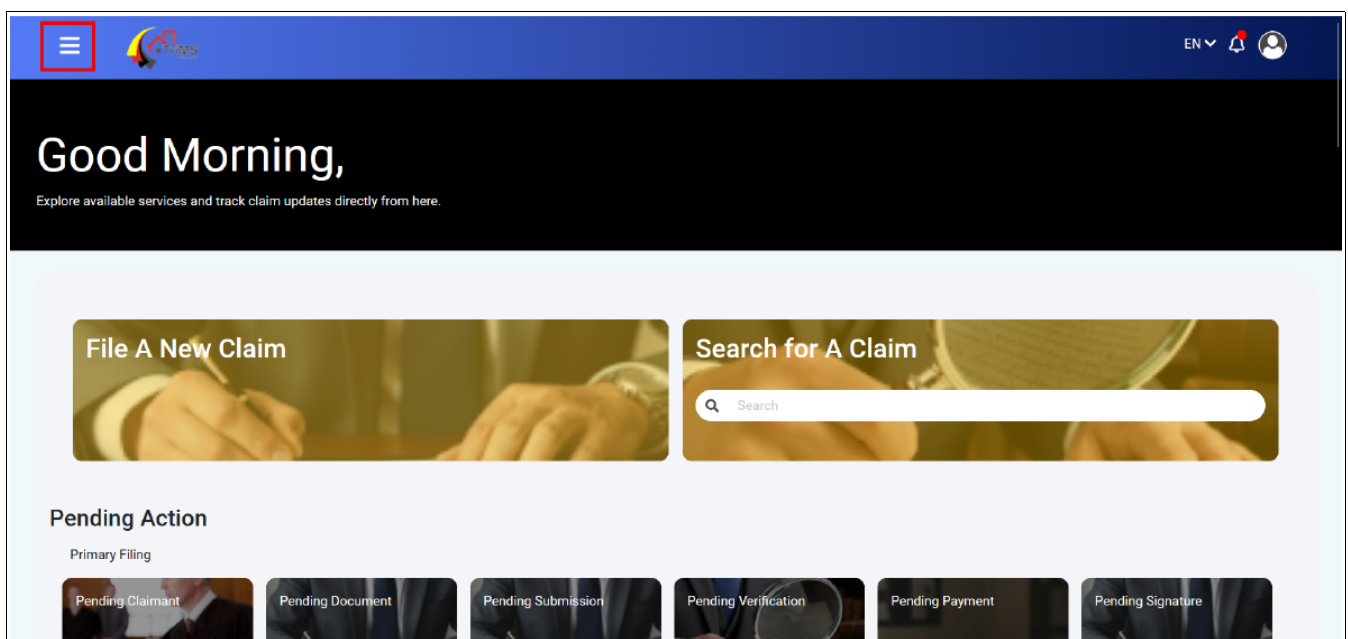


Figure : 9

2. Hover over the *E-Filing* menu and click on the **New Filing** button to proceed.

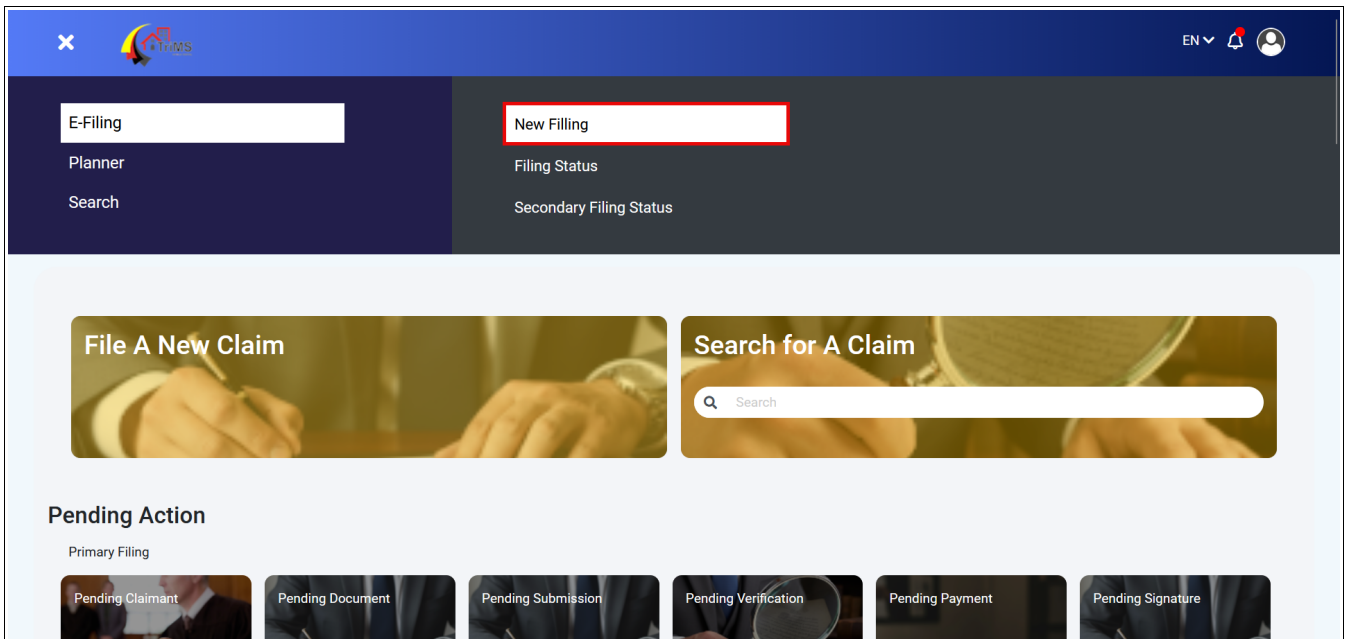


Figure : 10

3. Select *Case Designation* details from the dropdown, then click on the **Next** button to proceed.

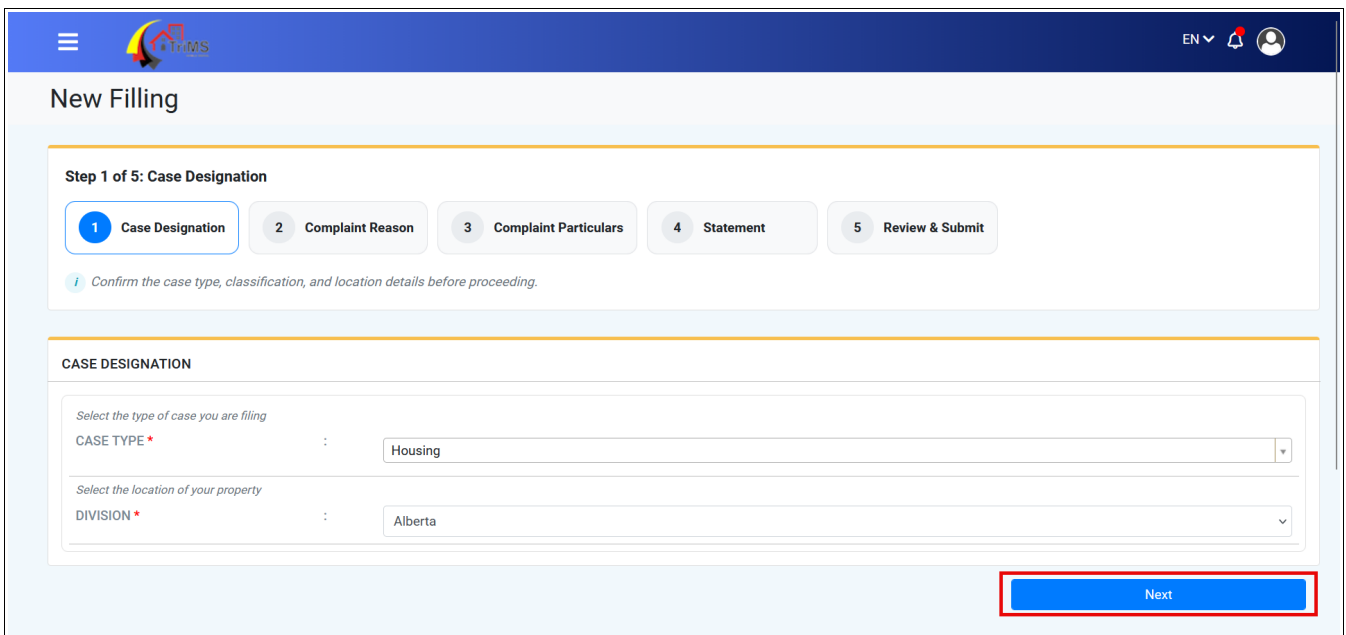
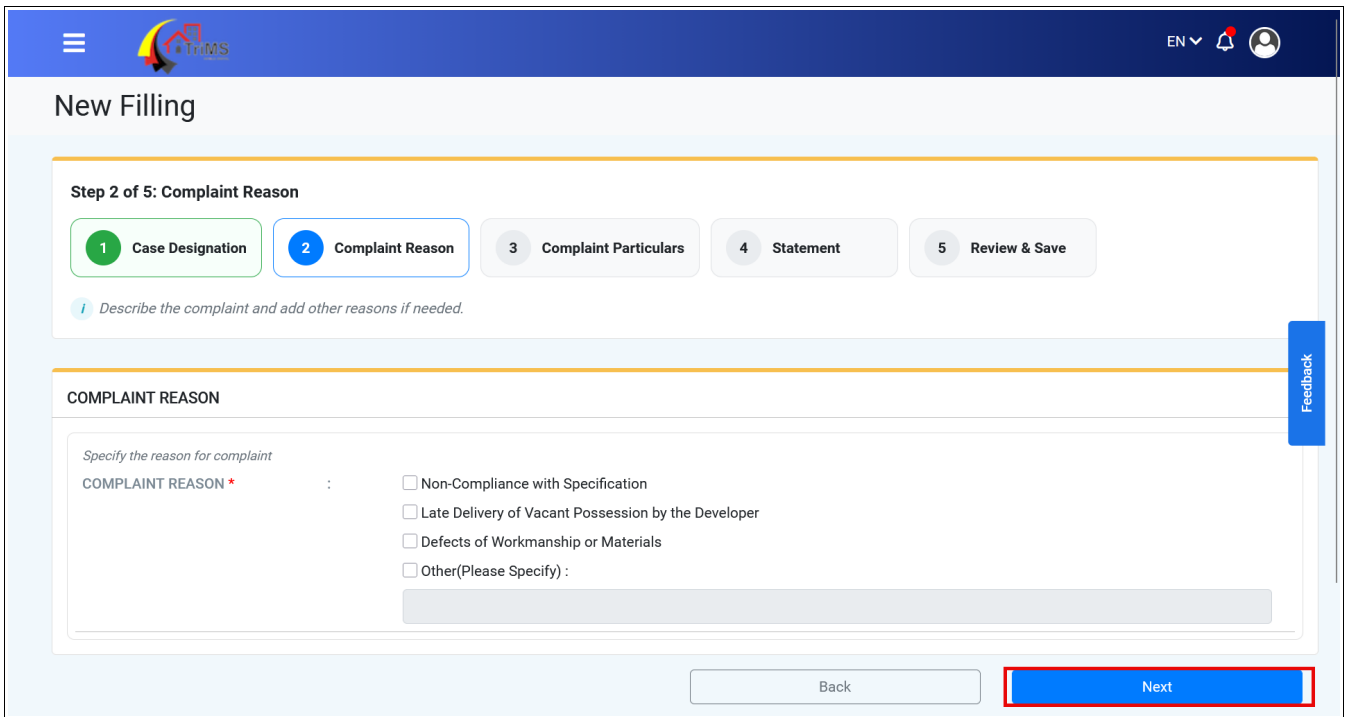


Figure : 11

4. Enter the *Complaint Reason*, click on the **Next** button to proceed.



**New Filing**

Step 2 of 5: Complaint Reason

1 Case Designation 2 Complaint Reason 3 Complaint Particulars 4 Statement 5 Review & Save

*Describe the complaint and add other reasons if needed.*

**COMPLAINT REASON**

*Specify the reason for complaint*

COMPLAINT REASON \* :

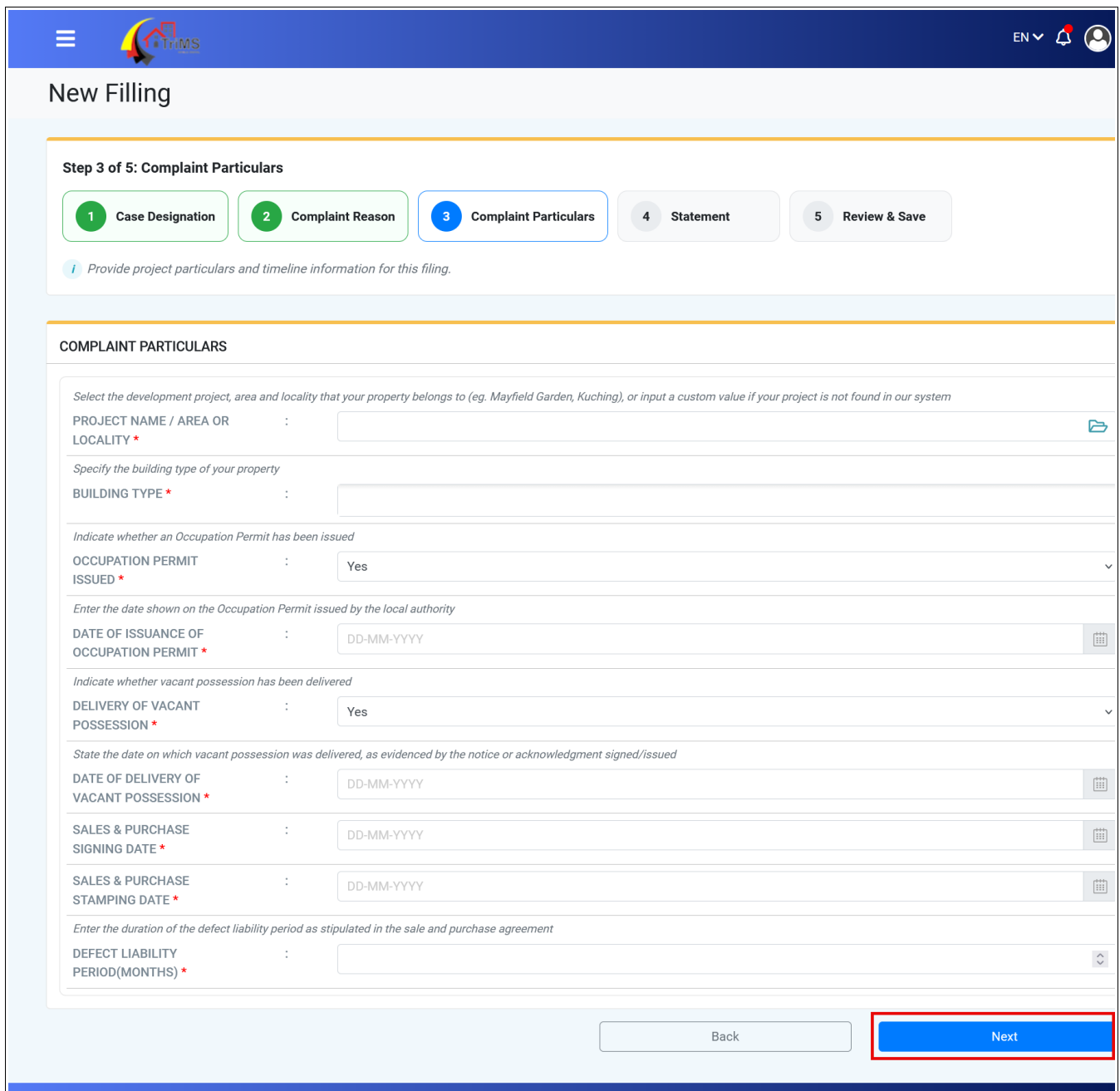
- ☐ Non-Compliance with Specification
- ☐ Late Delivery of Vacant Possession by the Developer
- ☐ Defects of Workmanship or Materials
- ☐ Other(Please Specify) :

Back Next

Figure : 12



5. Enter the *Complaint Particulars*, then click on the **Next** button to proceed.



**New Filing**

**Step 3 of 5: Complaint Particulars**

1 Case Designation 2 Complaint Reason 3 Complaint Particulars 4 Statement 5 Review & Save

*Provide project particulars and timeline information for this filing.*

**COMPLAINT PARTICULARS**

Select the development project, area and locality that your property belongs to (eg. Mayfield Garden, Kuching), or input a custom value if your project is not found in our system

PROJECT NAME / AREA OR LOCALITY \* :

Specify the building type of your property

BUILDING TYPE \* :

Indicate whether an Occupation Permit has been issued

OCCUPATION PERMIT ISSUED \* : Yes

Enter the date shown on the Occupation Permit issued by the local authority

DATE OF ISSUANCE OF OCCUPATION PERMIT \* : DD-MM-YYYY

Indicate whether vacant possession has been delivered

DELIVERY OF VACANT POSSESSION \* : Yes

State the date on which vacant possession was delivered, as evidenced by the notice or acknowledgment signed/issued

DATE OF DELIVERY OF VACANT POSSESSION \* : DD-MM-YYYY

SALES & PURCHASE SIGNING DATE \* : DD-MM-YYYY

SALES & PURCHASE STAMPING DATE \* : DD-MM-YYYY

Enter the duration of the defect liability period as stipulated in the sale and purchase agreement

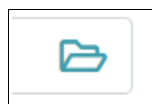
DEFECT LIABILITY PERIOD(MONTHS) \* :

Back Next

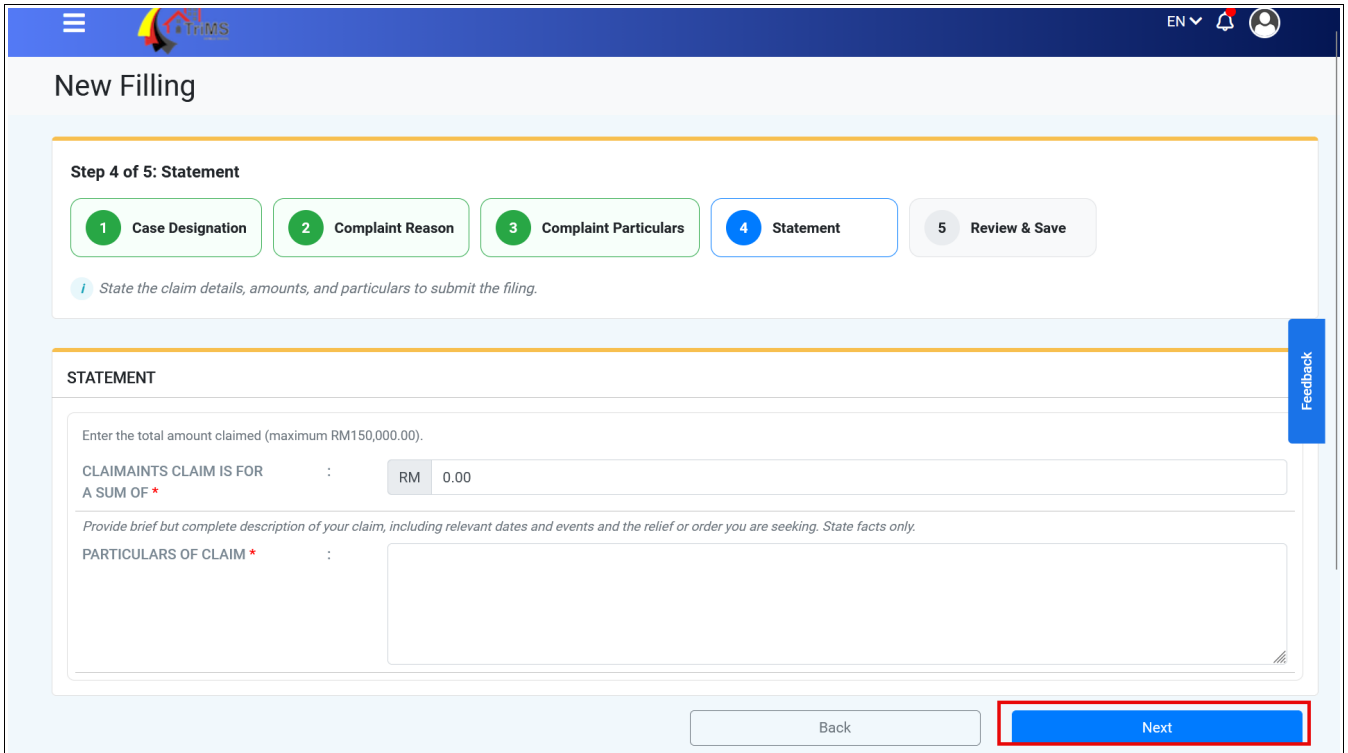
Figure : 13

### Notes:

- Click on the **Folder** icon to search the project.



6. Enter the *Statement*, then click on the **Next** button to proceed.



**New Filing**

**Step 4 of 5: Statement**

1 Case Designation 2 Complaint Reason 3 Complaint Particulars 4 **Statement** 5 Review & Save

*State the claim details, amounts, and particulars to submit the filing.*

**STATEMENT**

Enter the total amount claimed (maximum RM150,000.00).

CLAIMANTS CLAIM IS FOR : RM 0.00

A SUM OF \*

*Provide brief but complete description of your claim, including relevant dates and events and the relief or order you are seeking. State facts only.*

PARTICULARS OF CLAIM \* :

Back Next

Figure : 14

7. Review the record, then click on the **Confirm** button to proceed.

TriMS

EN  

## New Filing

Step 5 of 5: Review & Save

1 Case Designation

2 Complaint Reason

3 Complaint Particulars

4 Statement

5 Review & Save

*Review your entries and submit the filing.*

REVIEW & SAVE

|                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| <b>Case Type</b><br>Housing                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Division (Project Name / Area Or Locality)</b><br>Samarahan |
| <b>Complaint Reason</b><br>Defects of Workmanship or Materials                                                                                                                                                                                                                                                                                                                                                                                     | <b>Other(Please Specify)</b><br>-                              |
| <b>Project Name / Area Or Locality</b><br>MY DREAM HOME                                                                                                                                                                                                                                                                                                                                                                                            | <b>Building Type</b><br>DOUBLE STOREY TERRACE HOUSE            |
| <b>Occupation Permit Issued</b><br>No                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Date Of Issuance Of Occupation Permit</b><br>03-11-2023     |
| <b>Delivery Of Vacant Possession</b><br>Yes                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Date Of Delivery Of Vacant Possession</b><br>05-01-2026     |
| <b>Sales &amp; Purchase Signing Date</b><br>06-04-2026                                                                                                                                                                                                                                                                                                                                                                                             | <b>Sales &amp; Purchase Stamping Date</b><br>06-04-2026        |
| <b>Defect Liability Period(Months)</b><br>24                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Claimants Claim Is For A Sum Of</b><br>5,000.00             |
| <b>Particulars Of Claim</b><br>Claim for losses and expenses incurred in relation to defects, workmanship issues, and construction deficiencies identified during the inspection of the 2-storey residential property. The claim includes the cost of rectification works, material replacement, labour charges, professional fees, and all associated costs necessary to remedy the defects and restore the property to a satisfactory condition. |                                                                |

Back

Confirm

Figure : 15

8. Click on the **Confirm** button to proceed next step.

Confirm

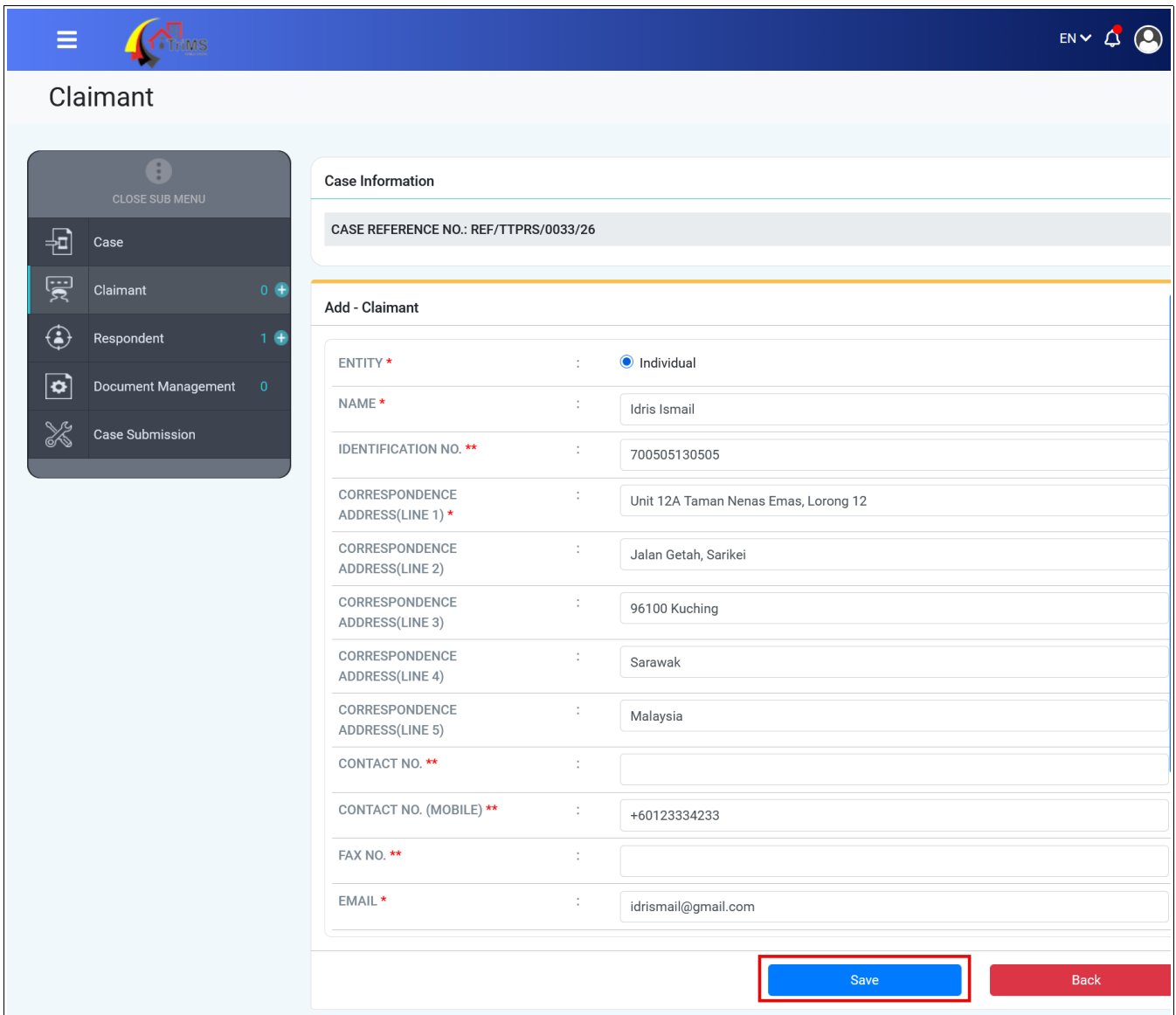
Confirm saving this record? No editing is allowed after saving.

Confirm

Close

Figure : 16

9. The *Add-Claimant* screen will be displayed. Enter all the mandatory fields, then click on the **Save** button to save the claimant.



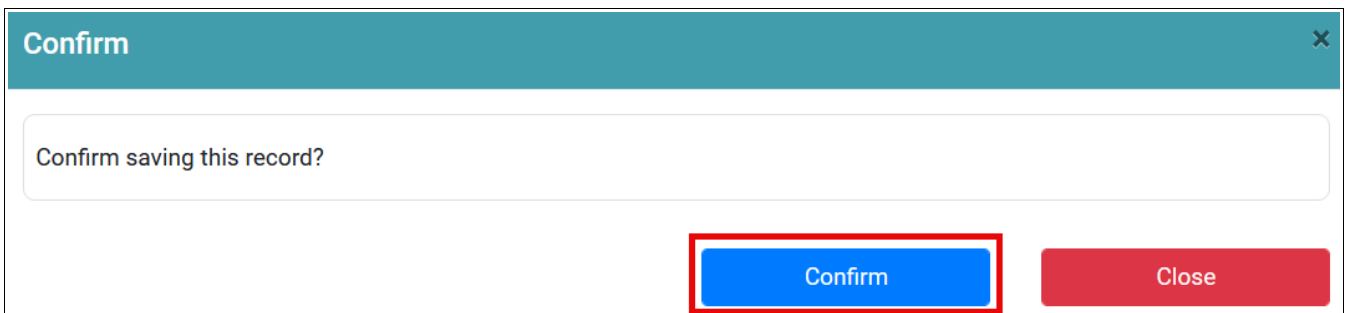
The screenshot displays the 'Add-Claimant' screen within the Tribunal Management System (TriMS) e-Filing interface. The interface features a dark blue header with the TriMS logo and a user profile icon. A sidebar on the left contains a 'CLOSE SUB MENU' button and a list of navigation options: Case, Claimant (0 +), Respondent (1 +), Document Management (0), and Case Submission. The main content area is titled 'Claimant' and includes a 'Case Information' section showing 'CASE REFERENCE NO.: REF/TTPRS/0033/26'. Below this is the 'Add - Claimant' form, which contains the following fields:

- ENTITY \*: Individual (selected)
- NAME \*: Idris Ismail
- IDENTIFICATION NO. \*\*: 700505130505
- CORRESPONDENCE ADDRESS(LINE 1) \*: Unit 12A Taman Nenas Emas, Lorong 12
- CORRESPONDENCE ADDRESS(LINE 2): Jalan Getah, Sarikei
- CORRESPONDENCE ADDRESS(LINE 3): 96100 Kuching
- CORRESPONDENCE ADDRESS(LINE 4): Sarawak
- CORRESPONDENCE ADDRESS(LINE 5): Malaysia
- CONTACT NO. \*\*: (empty)
- CONTACT NO. (MOBILE) \*\*: +60123334233
- FAX NO. \*\*: (empty)
- EMAIL \*: idrismail@gmail.com

At the bottom right of the form, there are two buttons: a blue 'Save' button (highlighted with a red rectangle) and a red 'Back' button.

Figure : 17

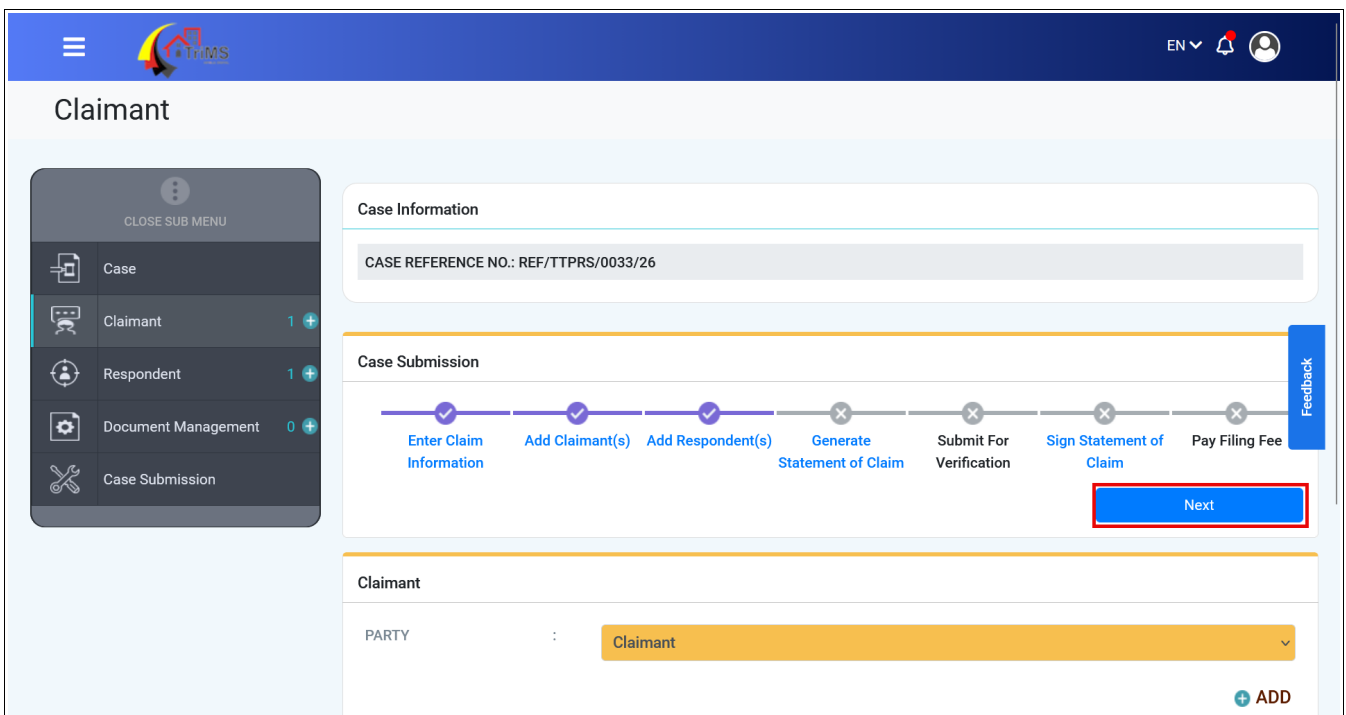
10. Click on the **Confirm** button to proceed.



A modal dialog box titled "Confirm" with a close button (X) in the top right corner. The main text asks "Confirm saving this record?". At the bottom, there are two buttons: a blue "Confirm" button and a red "Close" button. The "Confirm" button is highlighted with a red rectangular border.

Figure : 18

11. Click on the **Next** button to proceed add respondent.



The "Claimant" screen in the TriMS e-Filing system. On the left is a sidebar menu with options: Case, Claimant (1 +), Respondent (1 +), Document Management (0 +), and Case Submission. The main area shows "Case Information" with "CASE REFERENCE NO.: REF/TPRS/0033/26". Below is a "Case Submission" progress bar with steps: Enter Claim Information (checked), Add Claimant(s) (checked), Add Respondent(s) (checked), Generate Statement of Claim (unchecked), Submit For Verification (unchecked), Sign Statement of Claim (unchecked), and Pay Filing Fee (unchecked). A blue "Next" button is highlighted with a red border at the end of the progress bar. At the bottom, there is a "Claimant" section with a "PARTY" label and a dropdown menu currently showing "Claimant". An "ADD" button with a plus icon is at the bottom right.

Figure : 19

12. Click on the **Yes** button to proceed.

Confirm

×

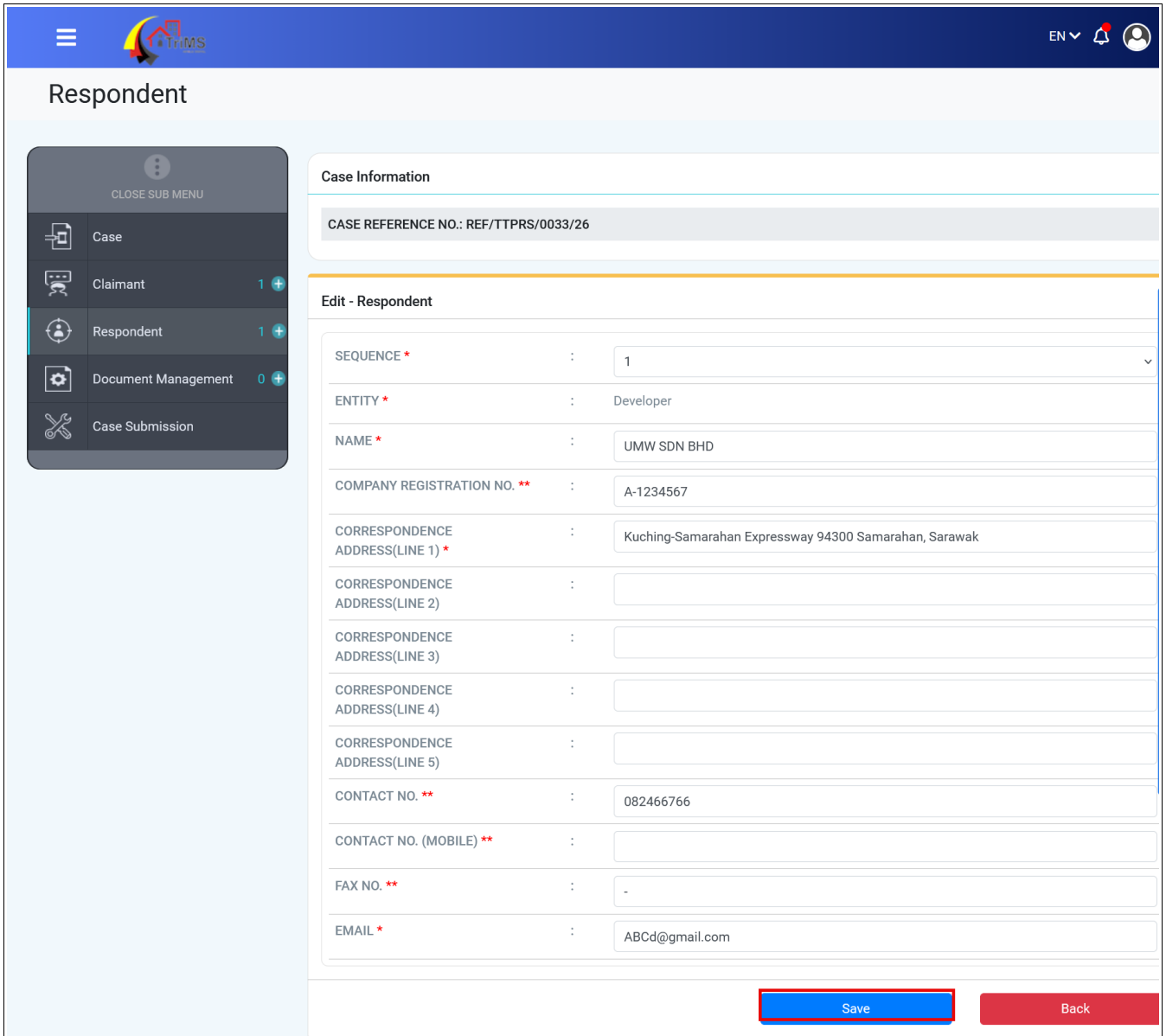
Want to add Respondent ?

Yes

No

Figure : 20

13. the *Add-Respondent* screen will be displayed. Enter all the mandatory fields, then click on the **Save** button to save the respondent details.



**Respondent**

**Case Information**

CASE REFERENCE NO.: REF/TTPRS/0033/26

**Edit - Respondent**

SEQUENCE \* : 1

ENTITY \* : Developer

NAME \* : UMW SDN BHD

COMPANY REGISTRATION NO. \*\* : A-1234567

CORRESPONDENCE ADDRESS(LINE 1) \* : Kuching-Samarahan Expressway 94300 Samarahan, Sarawak

CORRESPONDENCE ADDRESS(LINE 2) :

CORRESPONDENCE ADDRESS(LINE 3) :

CORRESPONDENCE ADDRESS(LINE 4) :

CORRESPONDENCE ADDRESS(LINE 5) :

CONTACT NO. \*\* : 082466766

CONTACT NO. (MOBILE) \*\* :

FAX NO. \*\* : -

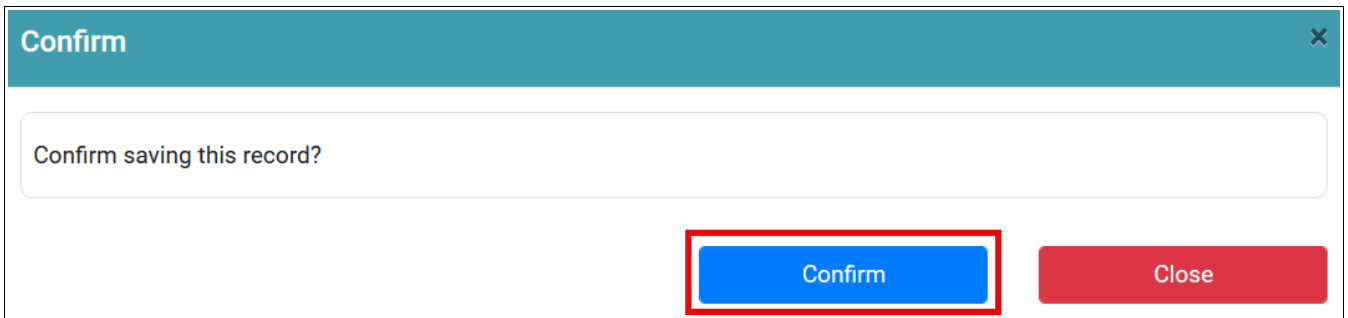
EMAIL \* : ABCd@gmail.com

**Save** **Back**

Figure : 21



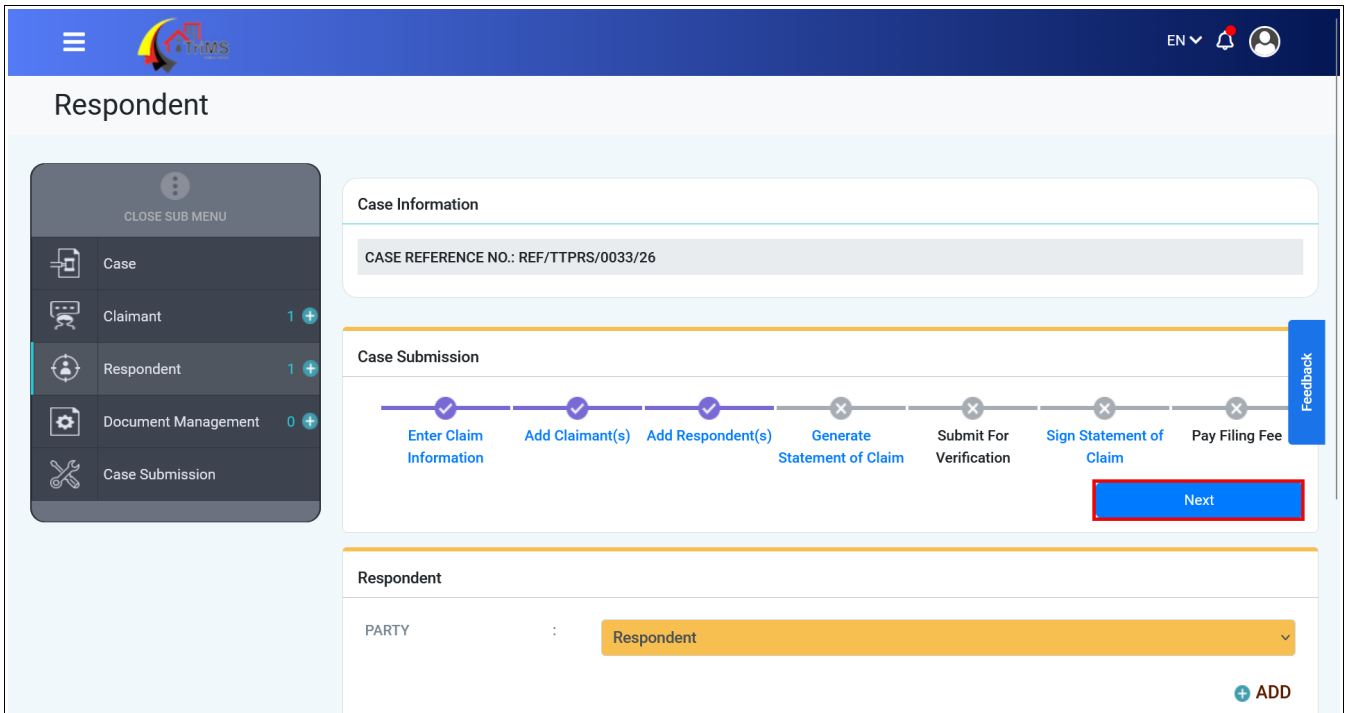
14. Click on the **Confirm** button to proceed.



A modal dialog box titled "Confirm" with a close button (X) in the top right corner. The main text asks "Confirm saving this record?". At the bottom, there are two buttons: a blue "Confirm" button and a red "Close" button. The "Confirm" button is highlighted with a red rectangular border.

Figure : 22

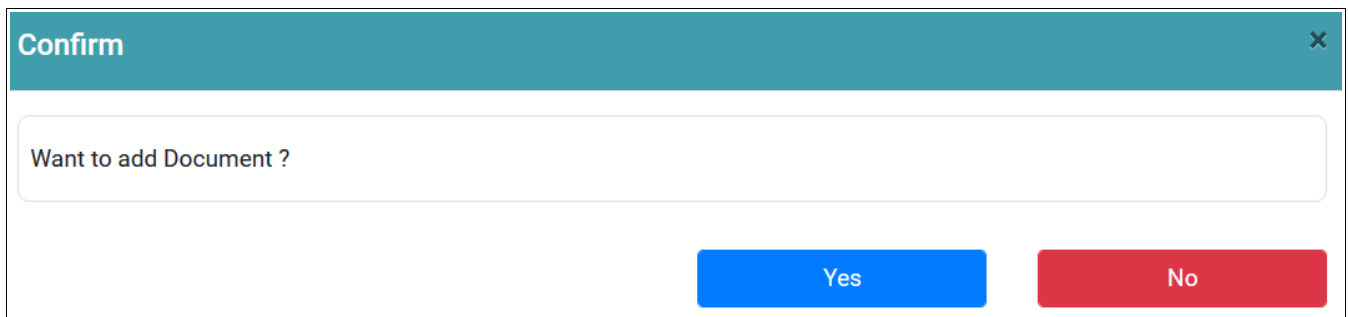
15. Click on the **Next** button to add the document.



The "Respondent" screen in the TriMS e-Filing system. It features a sidebar menu on the left with options: Case, Claimant (1 +), Respondent (1 +), Document Management (0 +), and Case Submission. The main content area is divided into sections. The "Case Information" section displays "CASE REFERENCE NO.: REF/TPRS/0033/26". The "Case Submission" section shows a progress bar with steps: Enter Claim Information (checked), Add Claimant(s) (checked), Add Respondent(s) (checked), Generate Statement of Claim (X), Submit For Verification (X), Sign Statement of Claim (X), and Pay Filing Fee (X). A blue "Next" button is located at the bottom right of the progress bar. Below this, the "Respondent" section shows a dropdown menu for "PARTY" with "Respondent" selected. An "ADD" button with a plus icon is at the bottom right.

Figure : 23

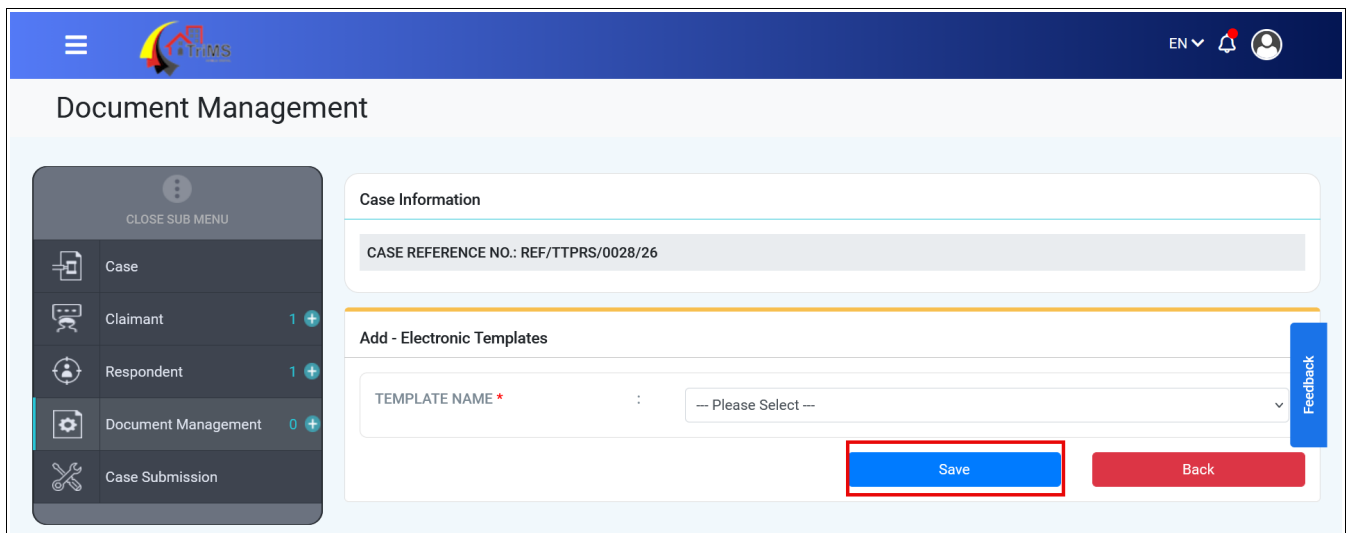
16. Click on the **Yes** button to proceed.



A modal dialog box titled "Confirm" with a close button (X) in the top right corner. The main text area contains the question "Want to add Document ?". At the bottom right, there are two buttons: a blue "Yes" button and a red "No" button.

Figure : 24

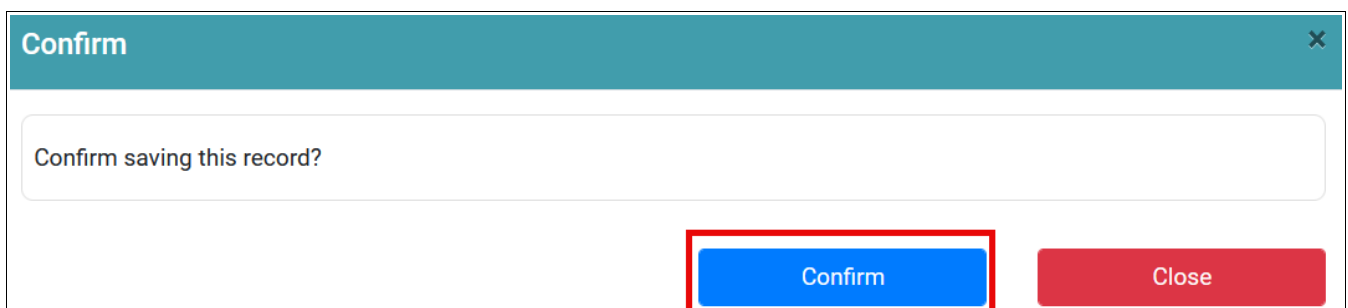
17. Select the *Template Name*, then click on the **Save** button to save the record.



The "Document Management" interface. On the left is a sidebar menu with options: Case, Claimant (1 +), Respondent (1 +), Document Management (0 +), and Case Submission. The main area is titled "Document Management" and contains a "Case Information" section with a text field for "CASE REFERENCE NO.: REF/TPRS/0028/26". Below this is the "Add - Electronic Templates" section, which includes a label "TEMPLATE NAME \*" followed by a dropdown menu currently showing "-- Please Select --". At the bottom right of this section are two buttons: a blue "Save" button (highlighted with a red rectangle) and a red "Back" button. A vertical "Feedback" button is on the far right.

Figure : 25

18. Click on the **Confirm** button to proceed.



A modal dialog box titled "Confirm" with a close button (X) in the top right corner. The main text area contains the question "Confirm saving this record?". At the bottom right, there are two buttons: a blue "Confirm" button (highlighted with a red rectangle) and a red "Close" button.

Figure : 26

19. Click on the **Export** button and proceed next step.

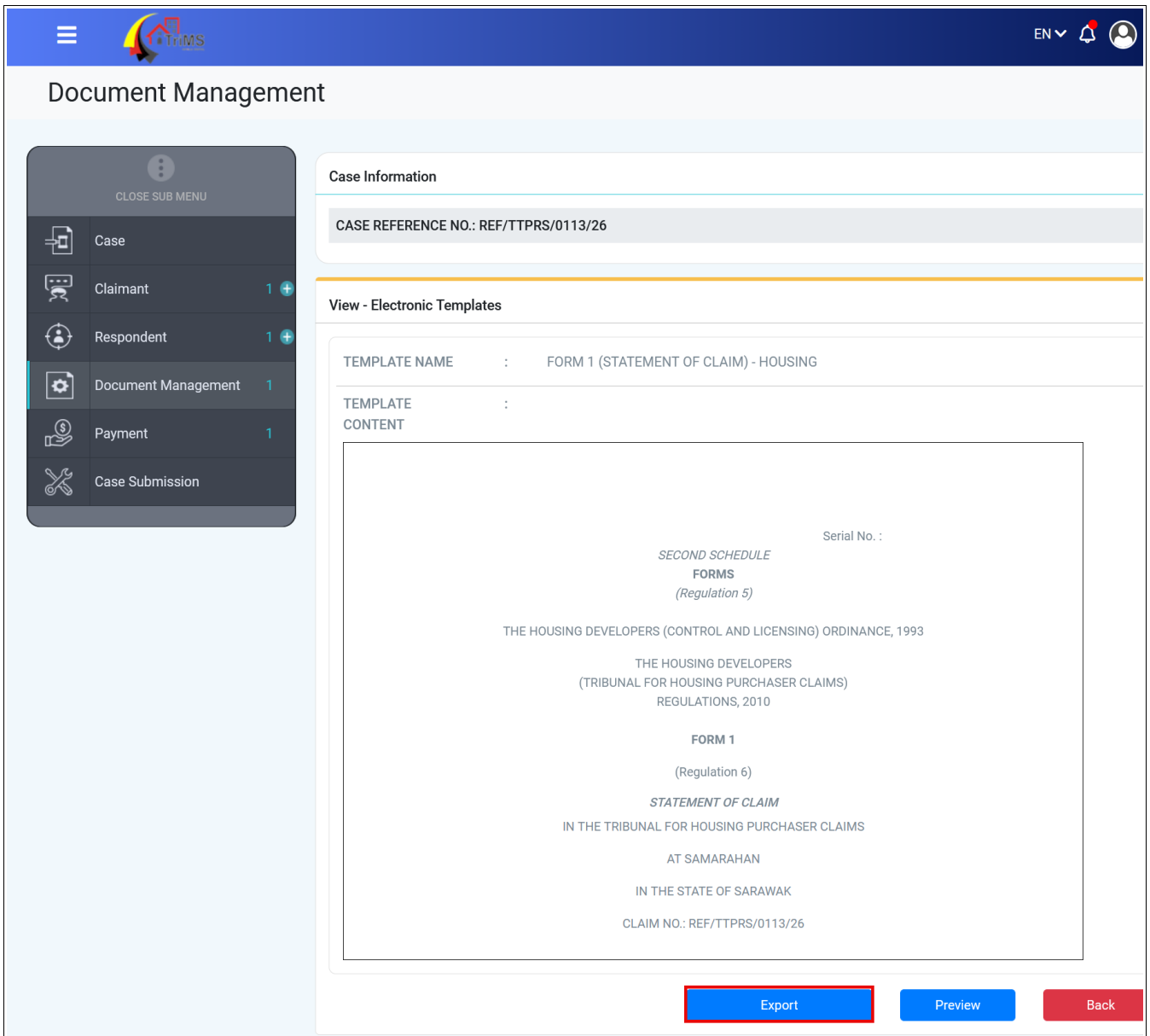
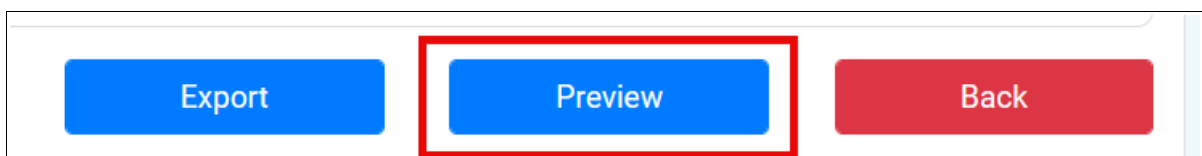


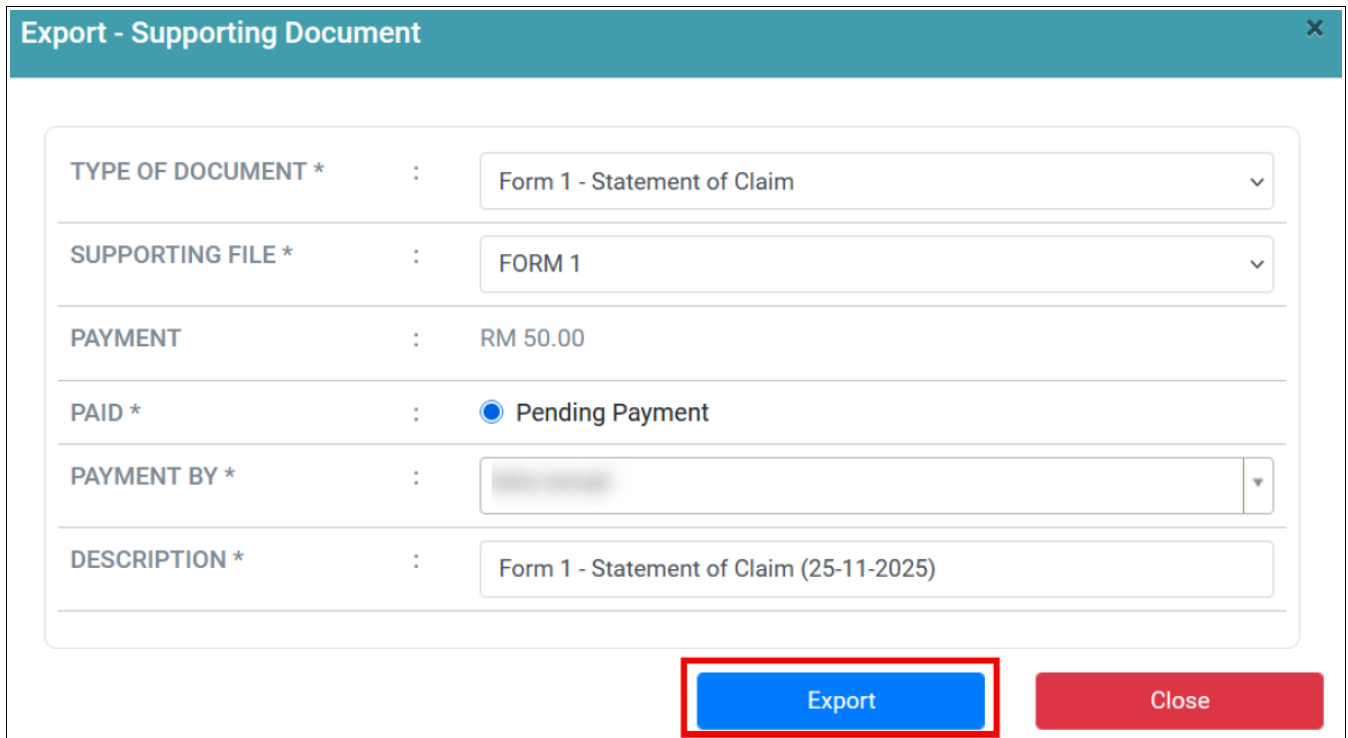
Figure : 27

**Notes:**

- Member can preview the document by click on the **Preview** button to view.



20. Click on the **Export** button to proceed.



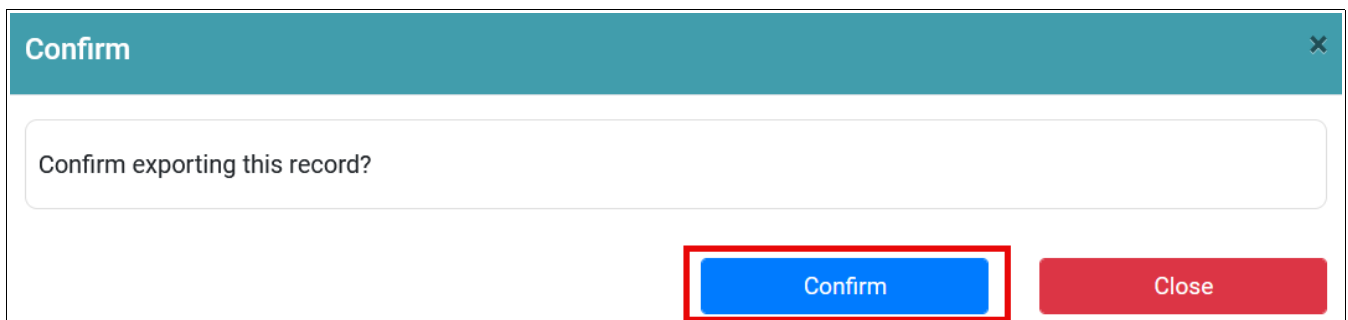
The form titled "Export - Supporting Document" contains the following fields:

|                    |   |                                                  |
|--------------------|---|--------------------------------------------------|
| TYPE OF DOCUMENT * | : | Form 1 - Statement of Claim                      |
| SUPPORTING FILE *  | : | FORM 1                                           |
| PAYMENT            | : | RM 50.00                                         |
| PAID *             | : | <input checked="" type="radio"/> Pending Payment |
| PAYMENT BY *       | : | [Redacted]                                       |
| DESCRIPTION *      | : | Form 1 - Statement of Claim (25-11-2025)         |

At the bottom right, there are two buttons: "Export" (highlighted with a red box) and "Close".

Figure : 28

21. Click on the **Confirm** button to proceed to the next step.



The "Confirm" dialog box contains the text "Confirm exporting this record?". At the bottom right, there are two buttons: "Confirm" (highlighted with a red box) and "Close".

Figure : 29

**Notes:**

- For Housing cases, the claimant is required to upload supporting documents for all subfilings marked mandatory. For both Housing and Strata cases, the claimant can only generate a Form 1 document from an electronic template. Self-upload is not allowed for Form 1.

**Document Management**

DOCUMENT TYPE : Supporting Documents

Cannot add new documents while there are non-approved filings in this case. Please wait for approval to complete.

|                             |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                             |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Form 1 - Statement of Claim |  FORM 1 *<br> FORM_1_(STATEMENT_OF_CLAIM)_-_HOUSING (24-06-2026).pdf (36 KB)<br><div>PENDING</div> <div>COMMENT(0)</div> |    |
|                             |  A COPY OF ALL THE RELEVANT CLAIMANT(S) IC *<br>No Attachment Found<br><div>PENDING</div> <div>COMMENT(0)</div>                                                                                         |                                                                                                                                                                                                                                                             |
|                             |  A COPY OF SALES & PURCHASE COVER PAGE *<br>No Attachment Found<br><div>PENDING</div> <div>COMMENT(0)</div>                                                                                             |                                                                                                                                                                                                                                                             |

- Click on the **Edit** icon to upload the document.

**Document Management**

DOCUMENT TYPE : Supporting Documents

Cannot add new documents while there are non-approved filings in this case. Please wait for approval to complete.

|                             |                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                   |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Form 1 - Statement of Claim |  FORM 1 *<br> FORM_1_(STATEMENT_OF_CLAIM)_-_HOUSING (24-06-2026).pdf (36 KB)<br><div>PENDING</div> <div>COMMENT(0)</div> |    |
|                             |  A COPY OF ALL THE RELEVANT CLAIMANT(S) IC *<br>No Attachment Found<br><div>PENDING</div> <div>COMMENT(0)</div>                                                                                             |                                                                                                                                                                                                                                                                   |
|                             |  A COPY OF SALES & PURCHASE COVER PAGE *<br>No Attachment Found<br><div>PENDING</div> <div>COMMENT(0)</div>                                                                                                 |                                                                                                                                                                                                                                                                   |

- Click on the **Add File** to add the document.

### ATTACHMENTS

Note: Only .pdf file format is allowed.  
Maximum of each PDF file size allowed is 20MB.

|                                                                                                                                                            |          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| <div>FORM 1 *</div> <div>FORM_1_(STATEMENT_OF_CLAIM)_-_HOUSING (23-07-2026).pdf (36 KB)</div> <div>PENDING</div> <div>COMMENT(0)</div> <div>Generate</div> |          |
| <div>A COPY OF ALL THE RELEVANT CLAIMANT(S) IC *</div> <div>No Attachment Found</div> <div>PENDING</div> <div>COMMENT(0)</div> <div>Add File</div>         | Feedback |
| <div>A COPY OF SALES &amp; PURCHASE COVER PAGE *</div> <div>No Attachment Found</div> <div>PENDING</div> <div>COMMENT(0)</div> <div>Add File</div>         |          |

- Once done uploaded all the document, click on the **Back** button to go previous screen.

EN

Document Management

CLOSE SUB MENU

Case

Claimant 1

Respondent 1

Document Management 1

Payment 1

Case Submission

Edit - Supporting Document

DATE OF FILING : 12-01-2026

TYPE OF DOCUMENT : Form 1 - Statement of Claim

PAYMENT : RM50.00

PAID : Pending Payment

DESCRIPTION : Form 1 - Statement of Claim

Back

### ATTACHMENTS

Note: Only .pdf file format is allowed.  
Maximum of each PDF file size allowed is 20MB.

FORM 1 \*

Page: 3-17

22. Click on the **Next** button to submit the document.

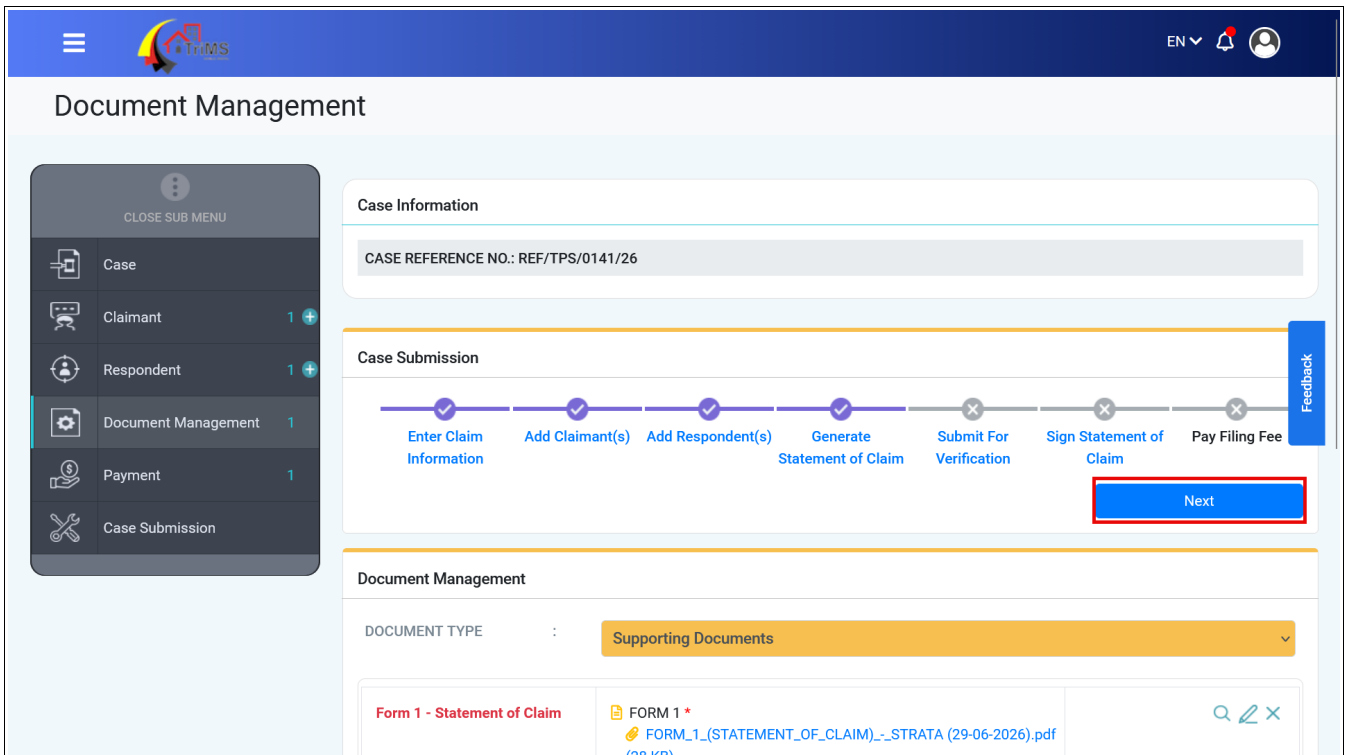


Figure : 30

23. Click on the **SUBMIT FOR APPROVAL** button to proceed.

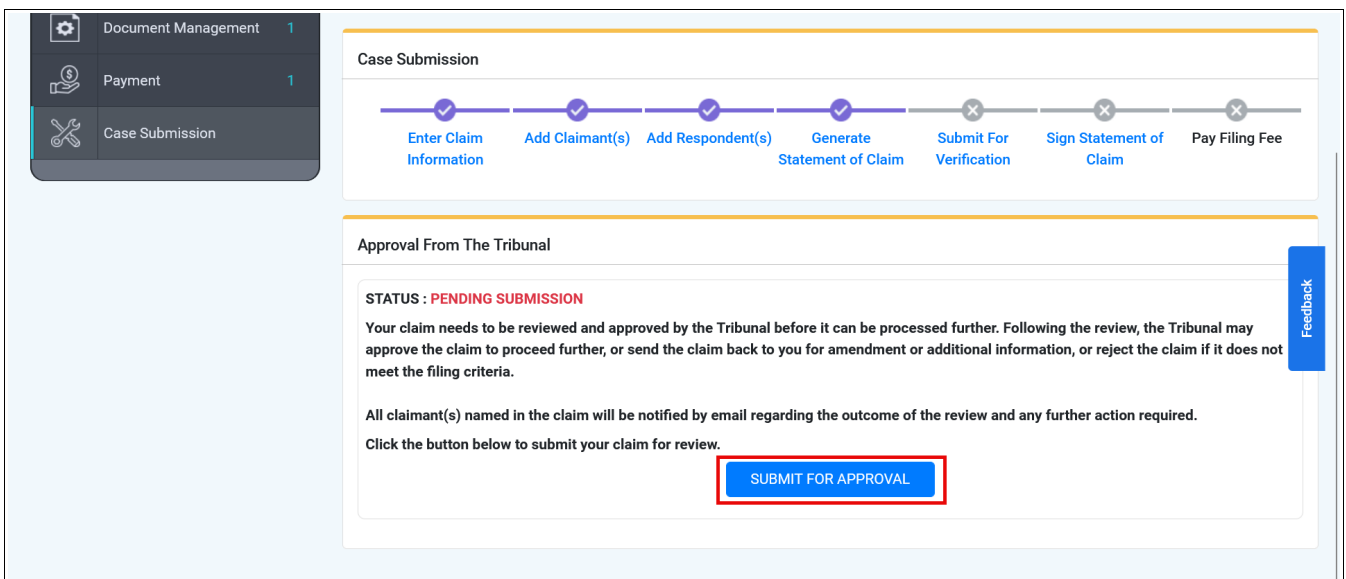
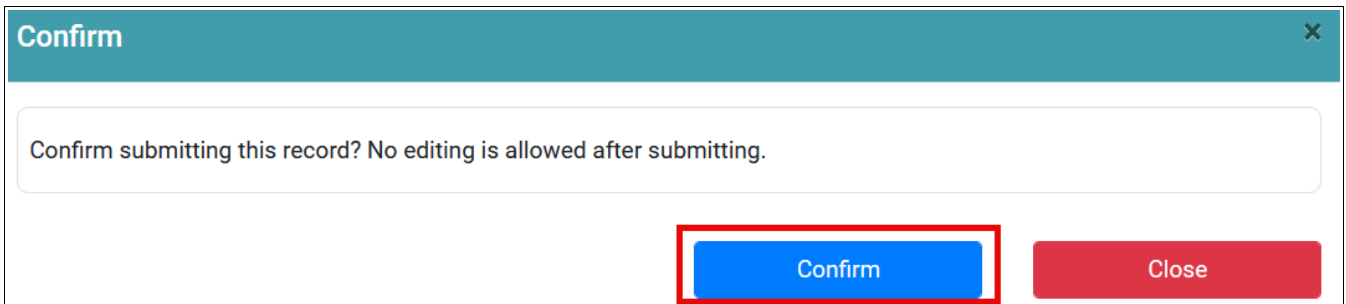


Figure : 31

24. Click on the **Confirm** button to submitting the record.

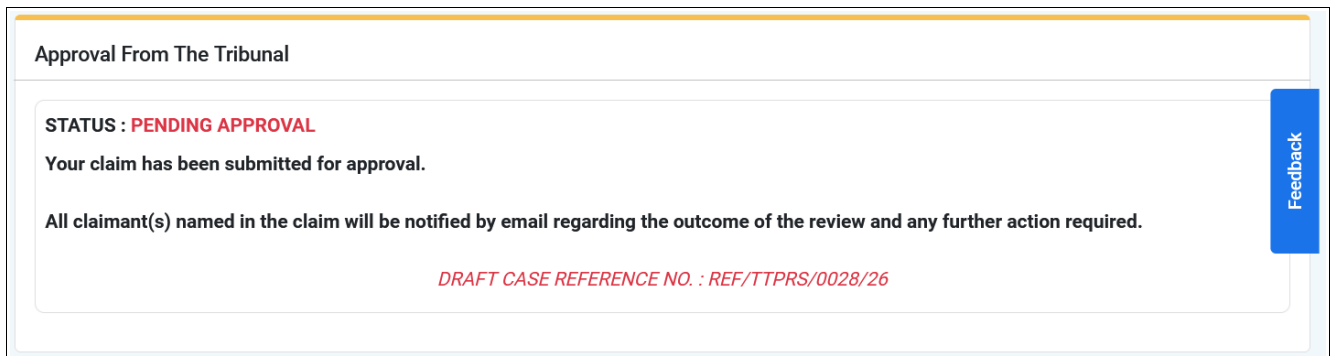


A modal dialog box titled "Confirm" with a close button (X) in the top right corner. The main text area contains the message: "Confirm submitting this record? No editing is allowed after submitting." At the bottom right, there are two buttons: a blue "Confirm" button and a red "Close" button. The "Confirm" button is highlighted with a red rectangular border.

Figure : 32

**Notes:**

- *The status of the case will set to pending approval.*



A screenshot of the "Approval From The Tribunal" screen. The title "Approval From The Tribunal" is at the top. Below it, the status is displayed as "STATUS : PENDING APPROVAL" in red. The text "Your claim has been submitted for approval." follows. Below that, a message states: "All claimant(s) named in the claim will be notified by email regarding the outcome of the review and any further action required." At the bottom, the draft case reference number is shown: "DRAFT CASE REFERENCE NO. : REF/TTPRS/0028/26". On the right side, there is a vertical blue button labeled "Feedback".

- *The Tribunal Court Officer will approve the application.*



25. Once the application already approved by the Tribunal Court Officer, At Personal Panel's Dashboard, click on the **Case Number** hyperlink to proceed next step.

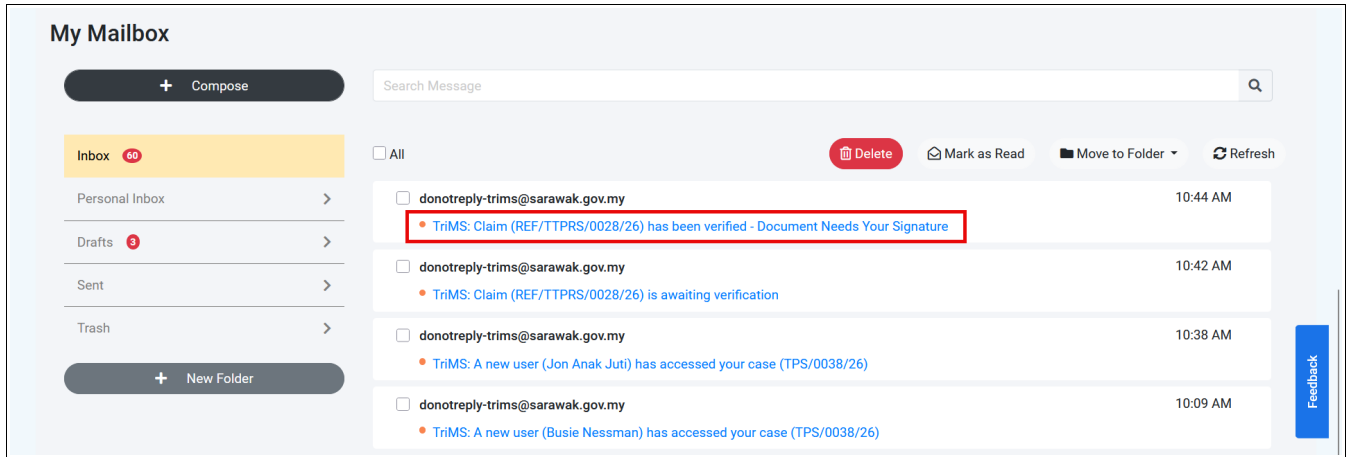


Figure : 33

26. Click on the **Click Here** hyperlink to and the new page will redirect to DSign.

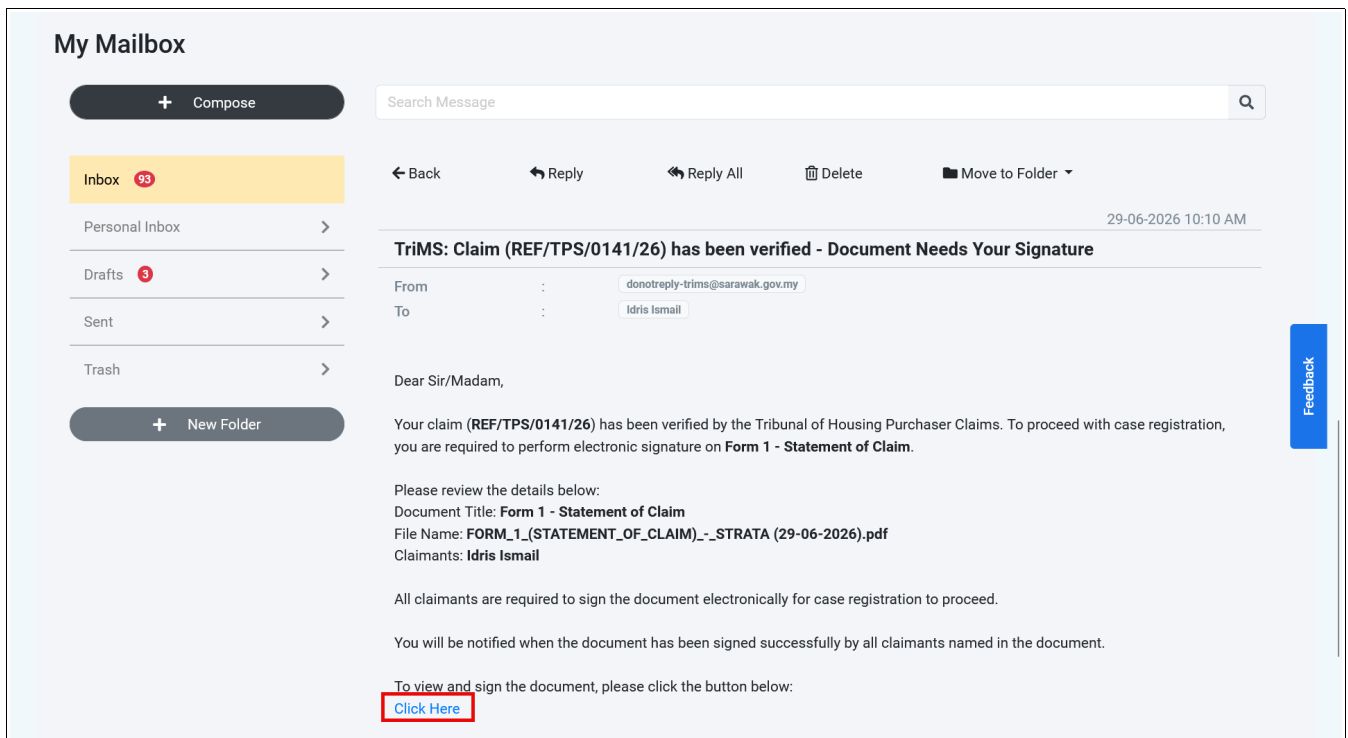


Figure : 34

## Notes:

- Users can also sign documents directly from any email application. When a signing link is opened outside the TriMS system, the user will be redirected to the signing page. An example of the email received is shown below.

27. Click on the **Sign** box to proceed signing.



Serial No. :  
STRATA MANAGEMENT ORDINANCE, 2019

FORM 1  
(Regulation 6)  
STATEMENT OF CLAIM  
IN THE STRATA MANAGEMENT TRIBUNAL  
AT SAMARAHAN  
IN SARAWAK  
CLAIM NO.: REF/TPS/0141/26

|                                            |                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name of claimant:                          | IDRIS ISMAIL                                                                                                                                                                                                                                                                                                                                                                                                        |
| NRIC No. / Company No. / Registration No.: |                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Address:                                   | UNIT 12A TAMAN NENAS EMAS, LORONG 12<br>JALAN GETAH, SARIKEI<br>96100 KUCHING<br>SARAWAK<br>MALAYSIA                                                                                                                                                                                                                                                                                                                |
| Claimant's claim:                          | A claim for the recovery of Maintenance charge, or contribution to the sinking fund, or any other money due and payable to the management corporation (including interest) or any amount which is declared by the provisions of this Ordinance as a debt.                                                                                                                                                           |
| Particulars of claim:                      | Claim for losses and expenses incurred in relation to defects, workmanship issues, and construction deficiencies identified during the inspection of the 2-storey residential property. The claim includes the cost of rectification works, material replacement, labour charges, professional fees, and all associated costs necessary to remedy the defects and restore the property to a satisfactory condition. |

29-06-2026

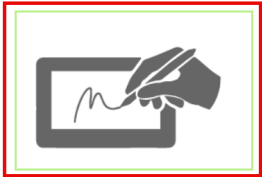
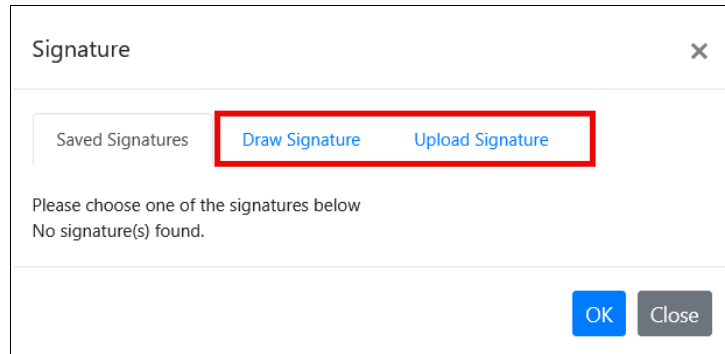


Figure : 35

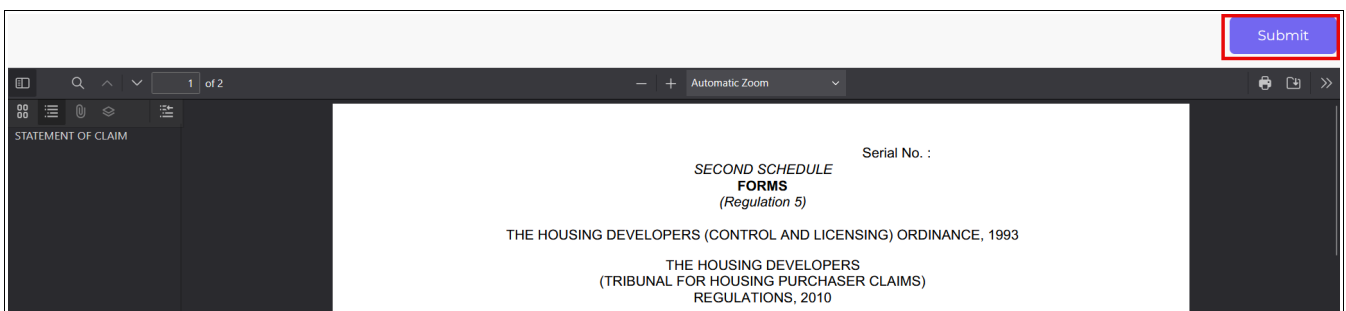
## Notes:

- User can **Draw Signature** or **Upload Signature** by click on the tab as below.



A dialog box titled "Signature" with a close button (X) in the top right corner. Inside the dialog, there are two tabs: "Saved Signatures" and "Draw Signature". The "Draw Signature" tab is selected and highlighted with a red border. Below the tabs, there is a text prompt: "Please choose one of the signatures below" followed by "No signature(s) found." At the bottom right of the dialog, there are two buttons: "OK" (blue) and "Close" (grey).

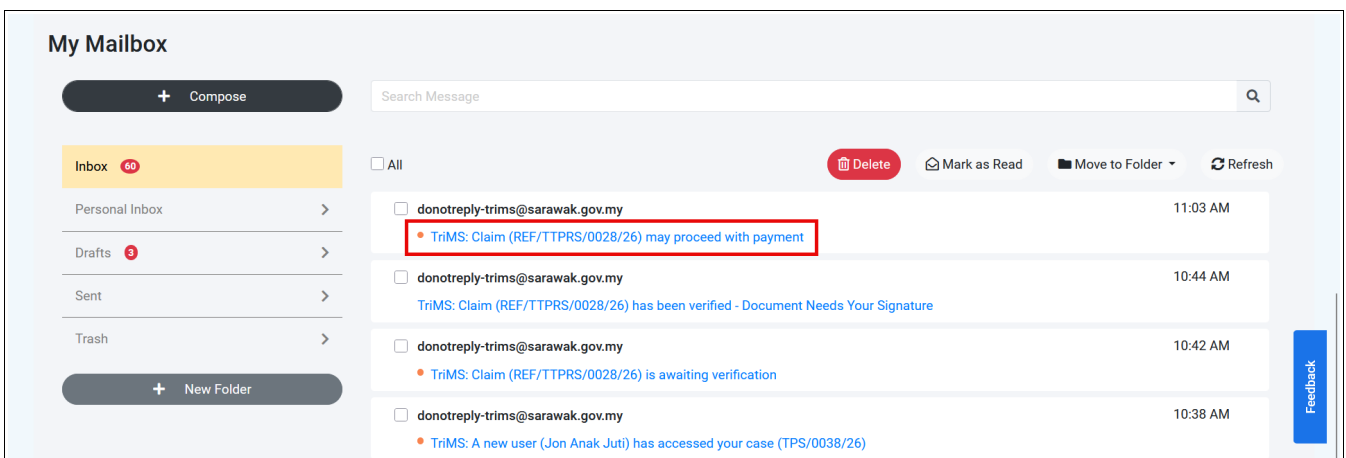
28. After successfully signed the form, proceed to click on the **Submit** button.



A screenshot of a web form submission page. The form is titled "SECOND SCHEDULE FORMS (Regulation 5)" and "THE HOUSING DEVELOPERS (CONTROL AND LICENSING) ORDINANCE, 1993". It also mentions "THE HOUSING DEVELOPERS (TRIBUNAL FOR HOUSING PURCHASER CLAIMS) REGULATIONS, 2010". A "Serial No. :" field is visible. In the top right corner, there is a blue "Submit" button highlighted with a red border. The left sidebar shows a "STATEMENT OF CLAIM" section.

Figure : 36

29. At Personal Panel's Dashboard, click on the **Case number** hyperlink to proceed payment.



A screenshot of the "My Mailbox" interface. The left sidebar shows folders: "Inbox" (60), "Personal Inbox", "Drafts" (3), "Sent", and "Trash". There is a "Compose" button and a "New Folder" button. The main area displays a list of messages from "donotreply-trims@sarawak.gov.my". The first message is highlighted with a red border and contains the text: "• TriMS: Claim (REF/TTPRS/0028/26) may proceed with payment". Other messages include "TriMS: Claim (REF/TTPRS/0028/26) has been verified - Document Needs Your Signature" and "TriMS: Claim (REF/TTPRS/0028/26) is awaiting verification". A "Feedback" button is visible on the right side.

Figure : 37

30. Click on the **Click Here** hyperlink as shown as below.

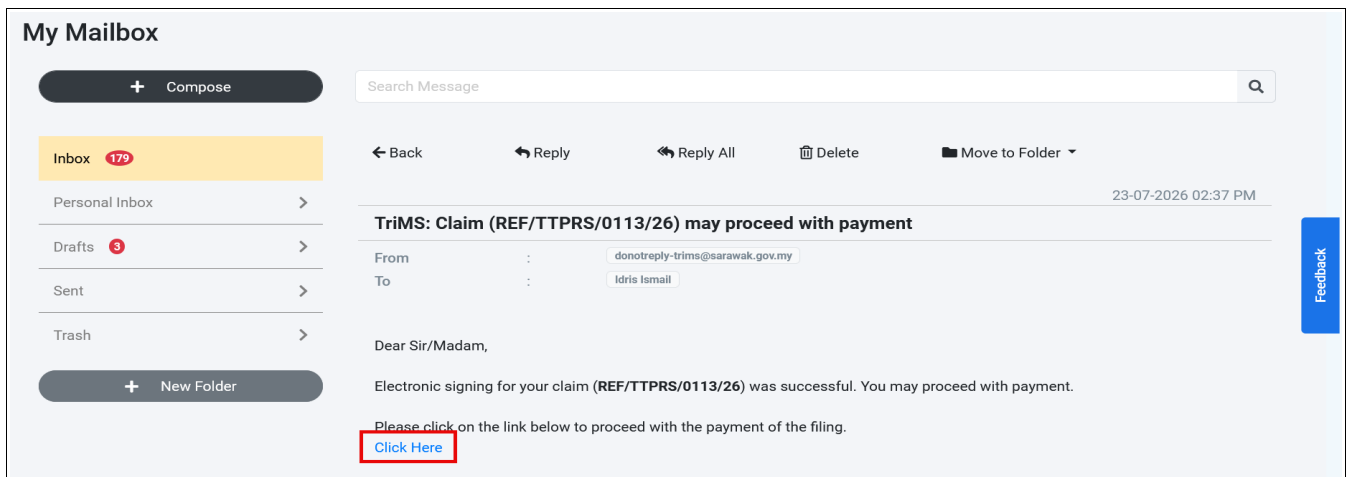
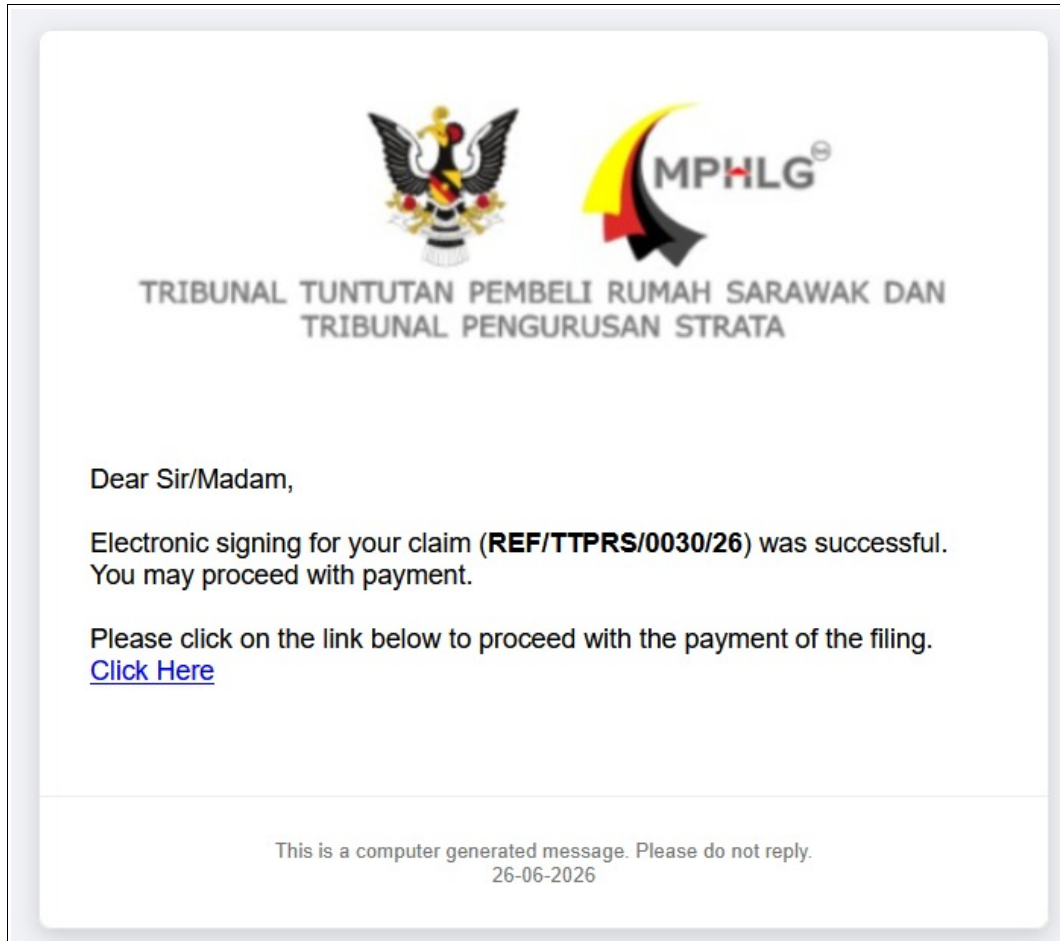


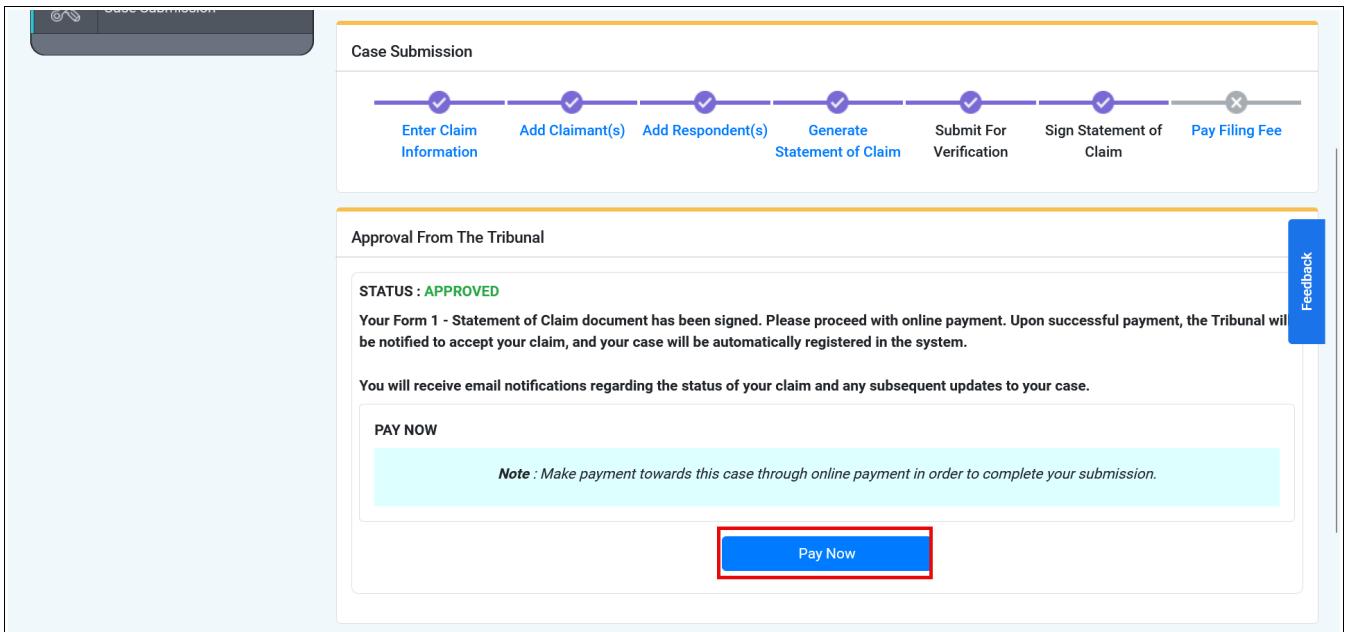
Figure : 38

**Notes:**

- Users can make payments by clicking the payment link in the email received through any email application. If the link is accessed outside the TriMS's Mailbox, the user will be redirected to the payment page. An example of the email is shown below.



31. Click on the **Pay Now** button to proceed.



**Case Submission**

Enter Claim Information Add Claimant(s) Add Respondent(s) Generate Statement of Claim Submit For Verification Sign Statement of Claim **Pay Filing Fee**

**Approval From The Tribunal**

**STATUS : APPROVED**

Your Form 1 - Statement of Claim document has been signed. Please proceed with online payment. Upon successful payment, the Tribunal will be notified to accept your claim, and your case will be automatically registered in the system.

You will receive email notifications regarding the status of your claim and any subsequent updates to your case.

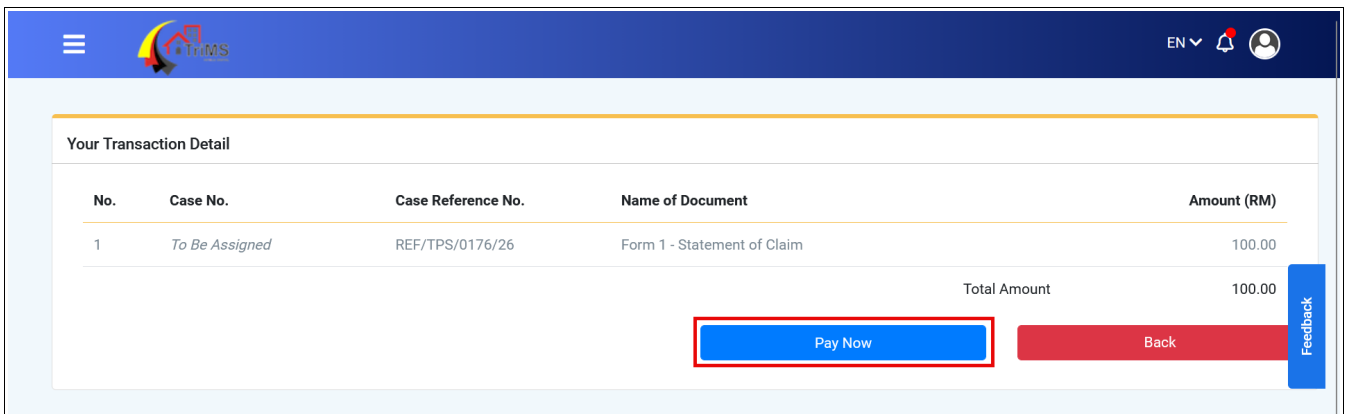
**PAY NOW**

*Note : Make payment towards this case through online payment in order to complete your submission.*

**Pay Now**

Figure : 39

32. Click on the **Pay Now** button to do online payment.



**Your Transaction Detail**

| No.          | Case No.       | Case Reference No. | Name of Document            | Amount (RM) |
|--------------|----------------|--------------------|-----------------------------|-------------|
| 1            | To Be Assigned | REF/TPS/0176/26    | Form 1 - Statement of Claim | 100.00      |
| Total Amount |                |                    |                             | 100.00      |

**Pay Now** **Back**

Figure : 40

33. Click on the **Confirm** button to proceed.

Confirm

×

You are about to do online payment. The payment status will change accordingly after this.  
Proceed to do online payment now?

Confirm

Close

Figure : 41

34. Choose the *Payment Method* to proceed payment.

Payment Confirmation

| Bill Type                                   | Reference No.      | Total Amount |
|---------------------------------------------|--------------------|--------------|
| 1 SG: Sarawak State Government Bill (T.304) | kxBcXvwvGY         | 100.00       |
|                                             | Total (RM)         | 100.00       |
| You have 1 bill(s) to pay                   | Total Payable (RM) | 100.00       |

Please proceed to payment within 5 minutes or cart item will be cancelled.

Choose a Payment Method

You are encouraged to use Sarawak Government eWallet - **S PAY GLOBAL** (formerly as **SARAWAK PAY**) to enjoy Cash Rebate.

S PAY GLOBAL

Credit/Debit Cards

Online Banking

Figure : 42

35. Click on the **Back to Application** button to view the filing.

Payment Successful

Payment Date

26 November 2025 10:57 AM

Reference No.

UJ25BQD10100080

Total Amount Paid (RM)

100.00

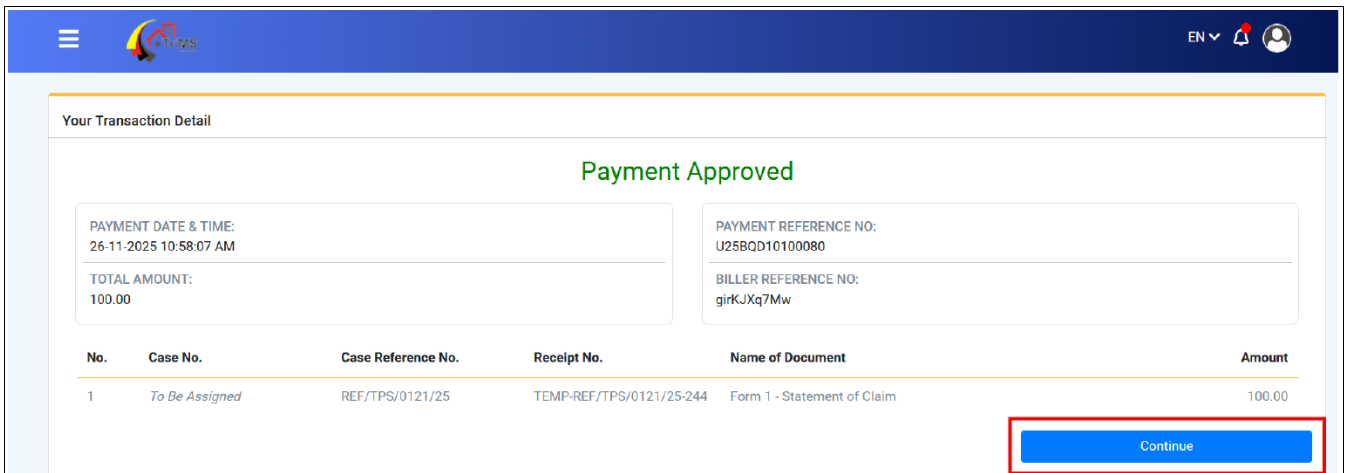
Thank you for using our service. Your payment of RM100.00 has been received. Your account will be updated within ONE(1) day.

Back to Application

Print Receipt

Figure : 43

36. Click on the **Continue** button to proceed.



**Your Transaction Detail**

**Payment Approved**

PAYMENT DATE & TIME:  
26-11-2025 10:58:07 AM

TOTAL AMOUNT:  
100.00

PAYMENT REFERENCE NO:  
U25BQD10100080

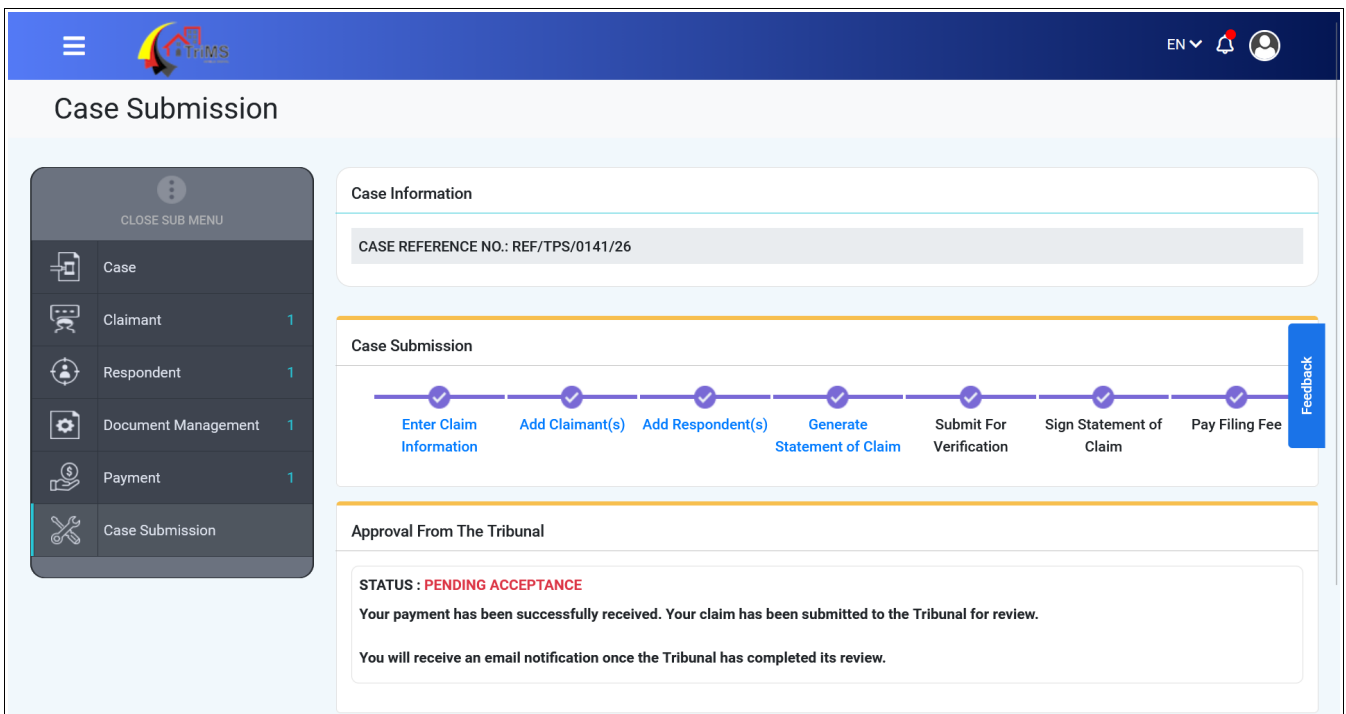
BILLER REFERENCE NO:  
girKJXq7Mw

| No. | Case No.       | Case Reference No. | Receipt No.              | Name of Document            | Amount |
|-----|----------------|--------------------|--------------------------|-----------------------------|--------|
| 1   | To Be Assigned | REF/TPS/0121/25    | TEMP-REF/TPS/0121/25-244 | Form 1 - Statement of Claim | 100.00 |

[Continue](#)

Figure : 44

37. The application status change to *Pending Acceptance*.



**Case Submission**

CLOSE SUB MENU

- Case
- Claimant 1
- Respondent 1
- Document Management 1
- Payment 1
- Case Submission

**Case Information**

CASE REFERENCE NO.: REF/TPS/0141/26

**Case Submission**

[Enter Claim Information](#)
[Add Claimant\(s\)](#)
[Add Respondent\(s\)](#)
[Generate Statement of Claim](#)
[Submit For Verification](#)
[Sign Statement of Claim](#)
[Pay Filing Fee](#)

**Approval From The Tribunal**

**STATUS : PENDING ACCEPTANCE**

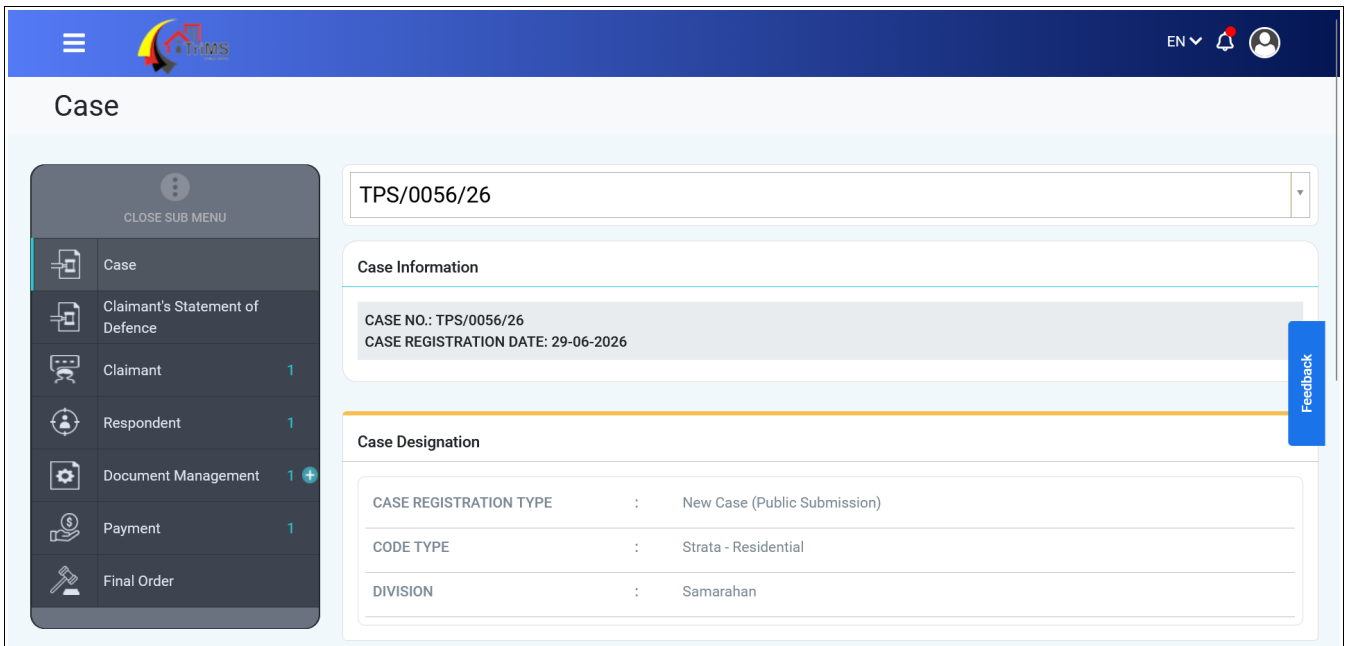
Your payment has been successfully received. Your claim has been submitted to the Tribunal for review.

You will receive an email notification once the Tribunal has completed its review.

Figure : 45



38. Once the court accepted the case, the case already registered successfully.



The screenshot displays the 'Case' management interface in the TriMS e-Filing system. On the left is a dark sidebar menu with icons and labels for 'Case', 'Claimant's Statement of Defence', 'Claimant', 'Respondent', 'Document Management', 'Payment', and 'Final Order'. The main content area has a blue header with the 'Case' title and a dropdown menu showing 'TPS/0056/26'. Below this, the 'Case Information' section shows 'CASE NO.: TPS/0056/26' and 'CASE REGISTRATION DATE: 29-06-2026'. The 'Case Designation' section contains a table with registration details.

| Case Designation       |                              |
|------------------------|------------------------------|
| CASE REGISTRATION TYPE | New Case (Public Submission) |
| CODE TYPE              | Strata - Residential         |
| DIVISION               | Samarahan                    |

Figure : 46

## 3.1.2. Second Claimant Signing

This section describes the process for the Second Claimant to review and sign the document after receiving the signing request. The Second Claimant can access the signing page either through the TriMS Mailbox or directly from the email notification.

1. Once the first claimant already sign the document, the sign request will automatically send to the second claimant as email below.

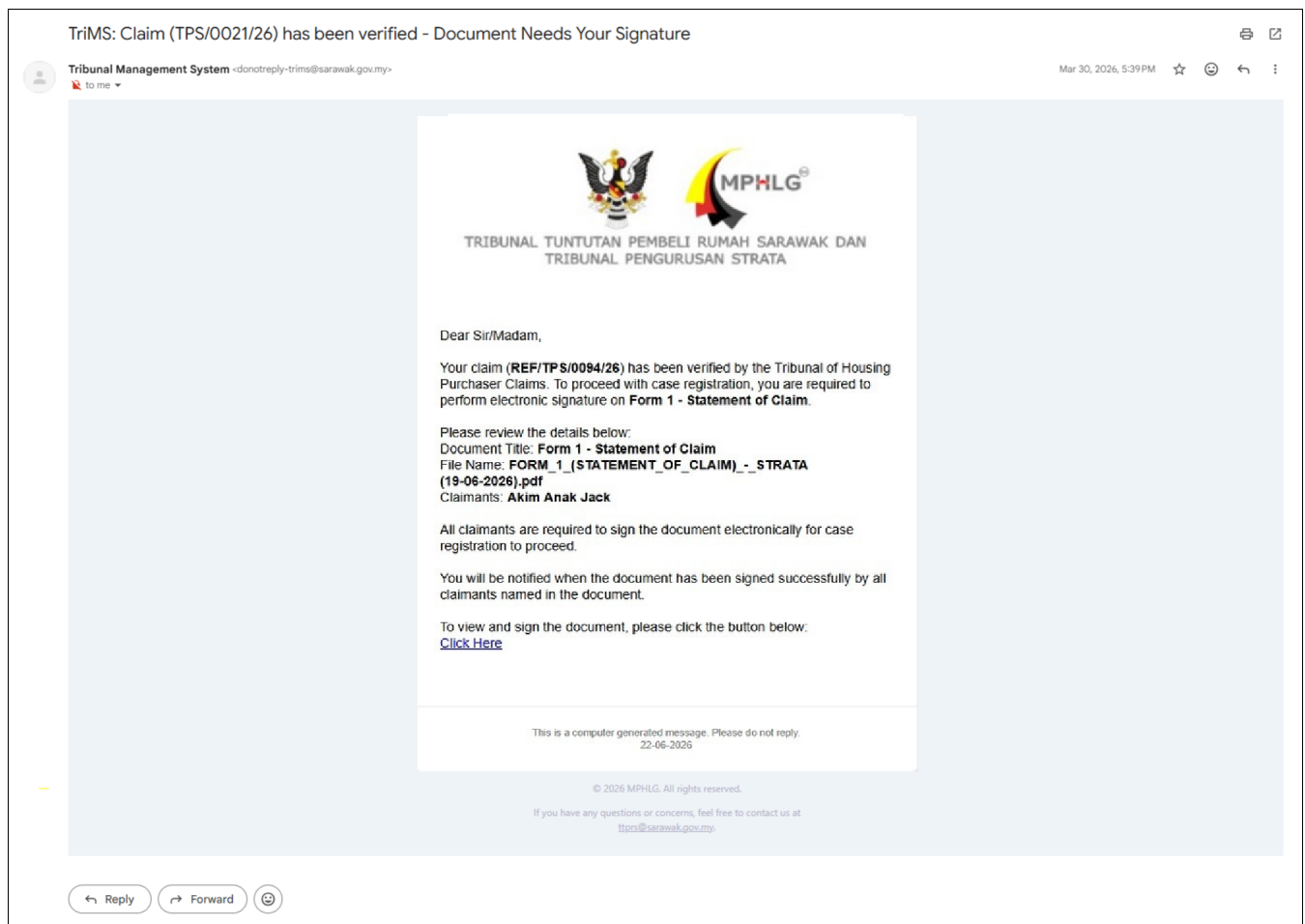


Figure : 47

2. Click on the **Click Here** hyperlink to proceed signing.

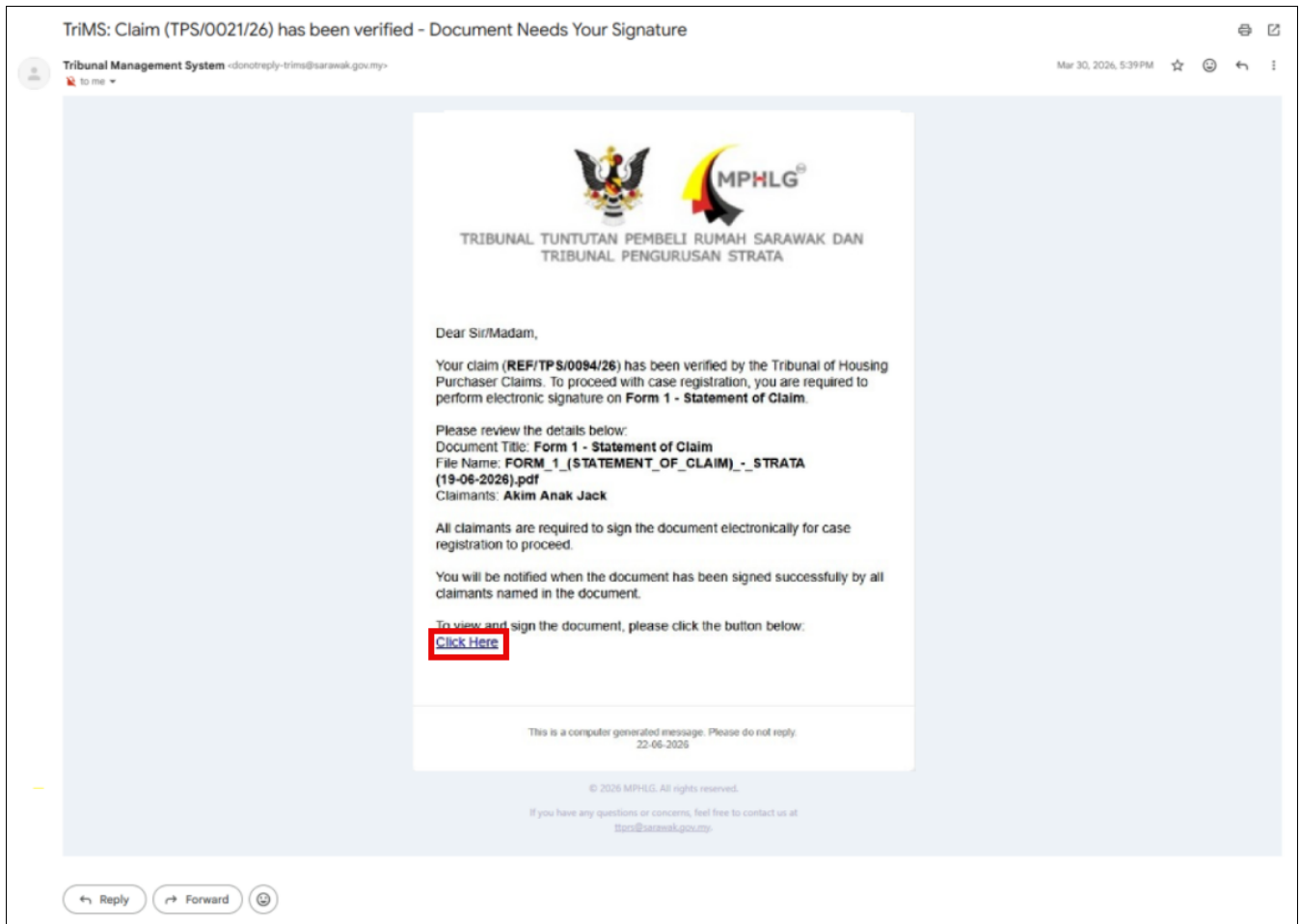


Figure : 48

3. Click on the **Sign** box to proceed signing.

Submit

1 of 4
Automatic Zoom

Serial No. :  
STRATA MANAGEMENT ORDINANCE, 2019

FORM 1  
(Regulation 6)

STATEMENT OF CLAIM  
IN THE STRATA MANAGEMENT TRIBUNAL

AT SAMARAHAN  
IN SARAWAK

CLAIM NO.: REF/TPS/0144/26

|                       |                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name of claimant:     | (1) IDRIS ISMAIL<br>(2) MOHD. IZZUL IMRAN<br>(3) RYAN THEN YE                                                                                                                                                                                                                                                                                                                                                       |
| Claimant's claim:     | A claim for the recovery of Maintenance charge, or contribution to the sinking fund, or any other money due and payable to the management corporation (including interest) or any amount which is declared by the provisions of this Ordinance as a debt.                                                                                                                                                           |
| Particulars of claim: | Claim for losses and expenses incurred in relation to defects, workmanship issues, and construction deficiencies identified during the inspection of the 2-storey residential property. The claim includes the cost of rectification works, material replacement, labour charges, professional fees, and all associated costs necessary to remedy the defects and restore the property to a satisfactory condition. |

29-06-2026

Date



Signature/Right thumb-print and full name  
(if an individual)/full name of the  
authorized person, designation and official  
stamp/common seal (if a company or body  
corporate)

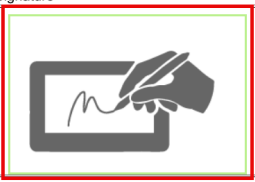
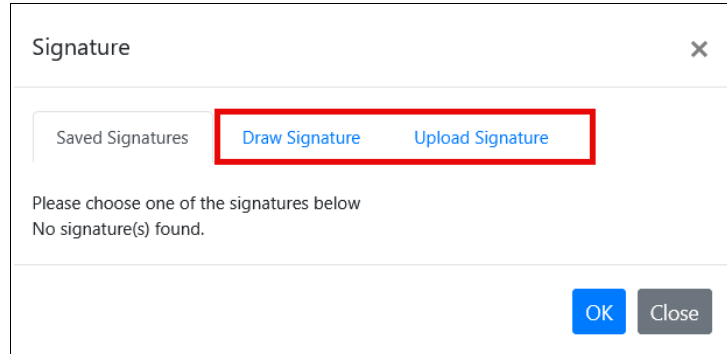
| No. | Name              | Signature                                                                            |
|-----|-------------------|--------------------------------------------------------------------------------------|
| 1   | Mohd. Izzul Imran |  |
| 2   | Ryan Then Ye      |                                                                                      |

Figure : 49

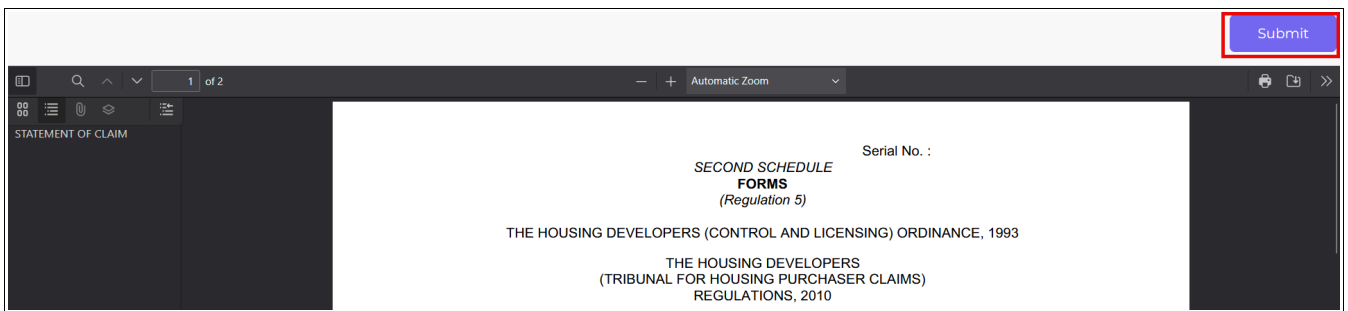
## Notes:

- User can **Draw Signature** or **Upload Signature** by click on the tab as below.



A dialog box titled "Signature" with a close button (X) in the top right corner. Inside the dialog, there is a section labeled "Saved Signatures" which contains two buttons: "Draw Signature" and "Upload Signature". These two buttons are highlighted with a red rectangular border. Below this section, there is a message that says "Please choose one of the signatures below" followed by "No signature(s) found." At the bottom right of the dialog, there are two buttons: "OK" (blue) and "Close" (grey).

4. After successfully signed the form, proceed to click on the **Submit** button.



A screenshot of the e-filing interface. On the left, there is a sidebar with a "STATEMENT OF CLAIM" button. The main area displays the text: "Serial No. :", "SECOND SCHEDULE", "FORMS", "(Regulation 5)", "THE HOUSING DEVELOPERS (CONTROL AND LICENSING) ORDINANCE, 1993", "THE HOUSING DEVELOPERS", "(TRIBUNAL FOR HOUSING PURCHASER CLAIMS)", and "REGULATIONS, 2010". In the top right corner, there is a blue "Submit" button highlighted with a red rectangular border. The interface also includes a search bar, a zoom control set to "Automatic Zoom", and a page indicator showing "1 of 2".

Figure : 50

- Once all claimants have signed the document and it has been approved by the Tribunal Court Officer, the completed document will be displayed as shown below.

Serial No. : SMT/FORM 1/2026/059

STRATA MANAGEMENT ORDINANCE, 2019

FORM 1  
(Regulation 6)

STATEMENT OF CLAIM  
IN THE STRATA MANAGEMENT TRIBUNAL  
AT SAMARAHAN  
IN SARAWAK  
CLAIM NO.: REF/TPS/0144/26

I acknowledge the receipt of this form  
 Signature :  
 Name :  
 I/C No. :  
 Company Seal (Cop) :  
 Date :

|                                                                                                                            |                                                               |
|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| Name of claimant:                                                                                                          | (1) IDRIS ISMAIL<br>(2) MOHD. IZZUL IMRAN<br>(3) RYAN THEN YE |
| A claim for the recovery of Maintenance charge, or contribution to sinking fund, or any other money due and payable to the |                                                               |

I hereby certify that the above is a true and correct statement of the facts and circumstances relating to the property to a satisfactory condition.

29-06-2026

Date

Signature/Right thumb-print and full name  
(if an individual)/full name of the  
authorised person, designation and official seal

| No. | Name              | Signature                                                                             |
|-----|-------------------|---------------------------------------------------------------------------------------|
| 1   | Mohd. Izzul Imran |  |
| 2   | Ryan Then Ye      |   |

Figure : 51

### 3.1.3. Filing Status

The Filing Status Overview provides users with a consolidated view of all submitted filings and their respective progress within the workflow.

1. After successfully logging in, click on the **Menu** icon to open the module.

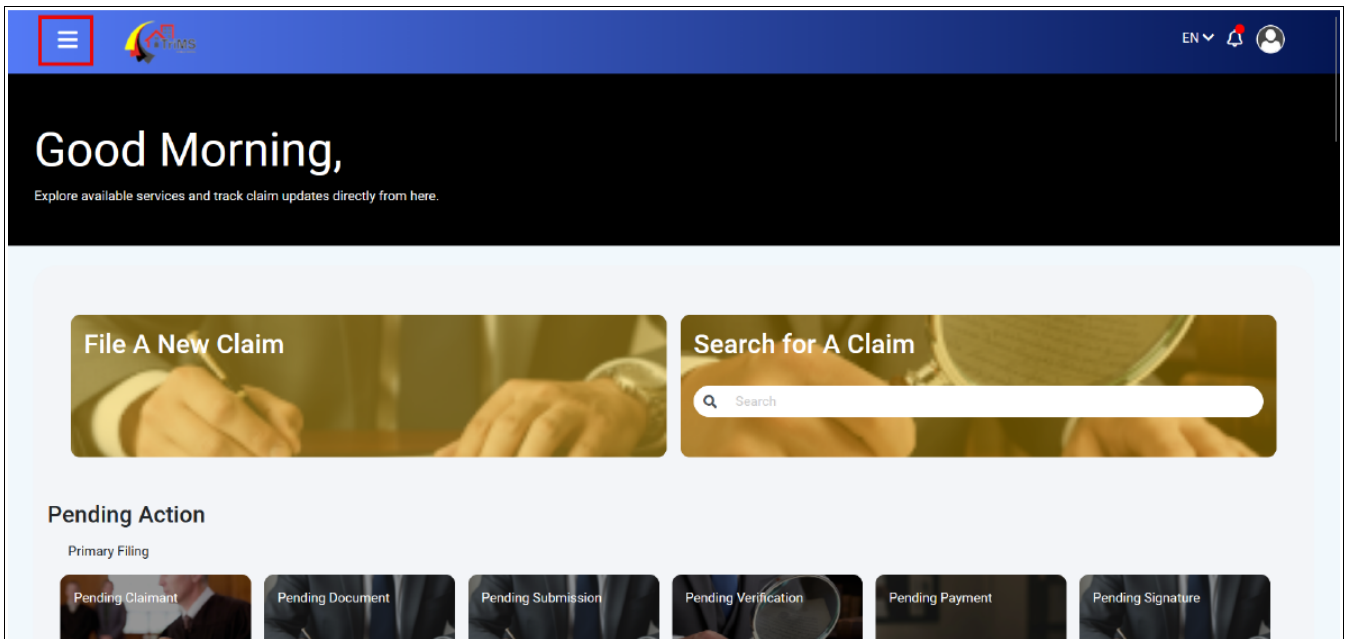


Figure : 52

2. Hover over the *E-Filing* menu and click on the **Filing Status** button to proceed.

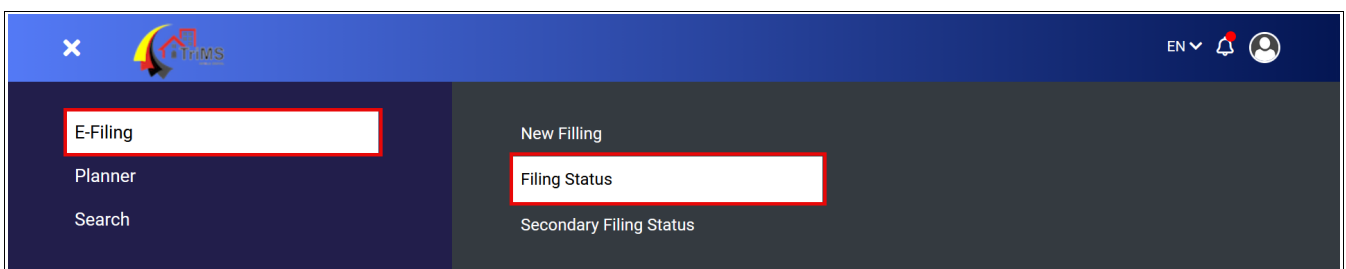


Figure : 53

- Enter the criteria to search, then click on the **Search** button to proceed.

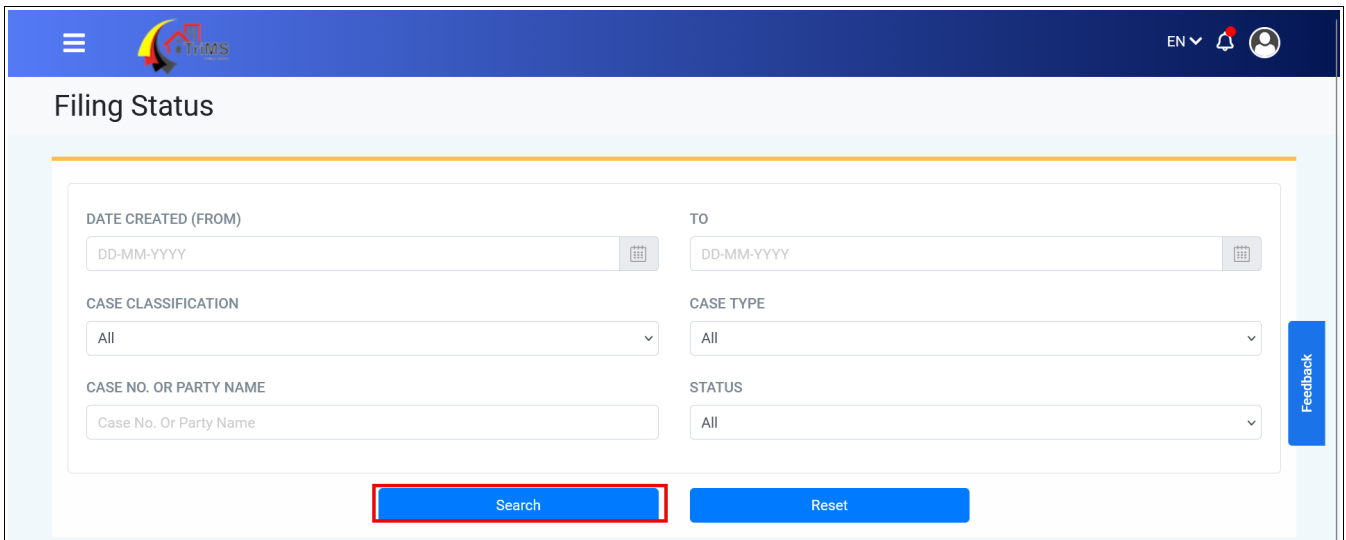


Figure : 54

- The search result will shown as below.

| NO. | CASE REFERENCE NO. / CASE NO.     | NAME OF PARTIES (CLAIMANT'S NAME VS RESPONDENT'S NAME) | PARTICULARS OF CLAIM                                                                                                                                                                                                                                                                                                                                                                                                | DATE CREATED | STATUS              |
|-----|-----------------------------------|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------|
| 1   | <a href="#">REF/TPS/0140/26</a>   | Idris Ismail<br>VS<br>UMW SDN BHD                      | Claim for losses and expenses incurred in relation to defects, workmanship issues, and construction deficiencies identified during the inspection of the 2-storey residential property. The claim includes the cost of rectification works, material replacement, labour charges, professional fees, and all associated costs necessary to remedy the defects and restore the property to a satisfactory condition. | 26-06-2026   | Pending<br>Payment  |
| 2   | <a href="#">REF/TTPRS/0033/26</a> | Idris Ismail<br>VS<br>UMW SDN BHD                      | Claim for losses and expenses incurred in relation to defects, workmanship issues, and construction deficiencies identified during the inspection of the 2-storey residential property. The claim includes the cost of rectification works, material replacement, labour charges, professional fees, and all associated costs necessary to remedy the defects and restore the property to a satisfactory condition. | 26-06-2026   | Pending<br>Document |

Figure : 55



### 3.1.4. Secondary Filing

Secondary Filing allows users to submit additional documents or information related to an existing case after the primary filing has been completed.

#### 3.1.4.1. Upload Letter of Acknowledgement

Claimant need to upload the Letter of Acknowledgement to the system. The uploaded document is validated, securely stored, and associated with the relevant application or record.

1. After successfully logging in, click on the **Menu** icon to open the module.

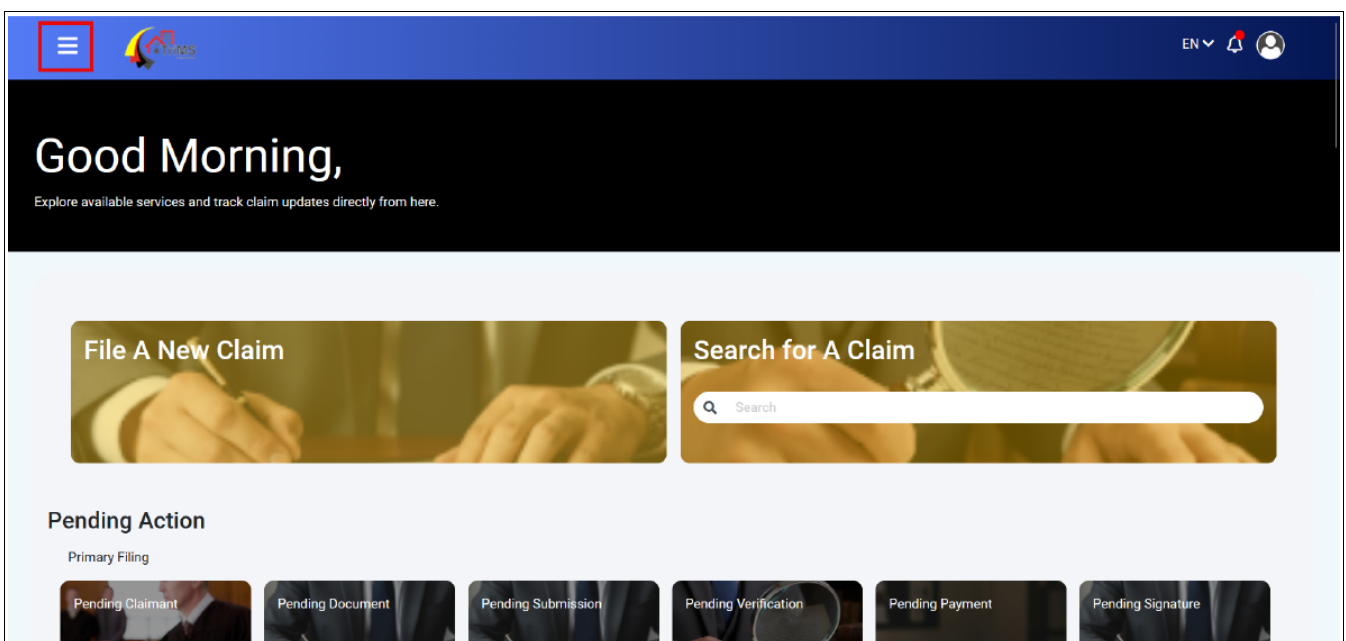


Figure : 56

2. Hover over the *Search* menu and click on the **Find My Case** button to proceed.

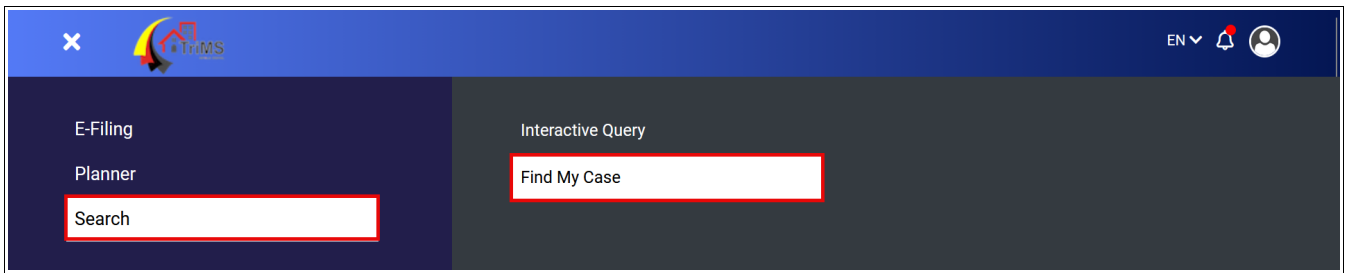


Figure : 57

3. Click on the **Case No.** hyperlink to open and view the case details.

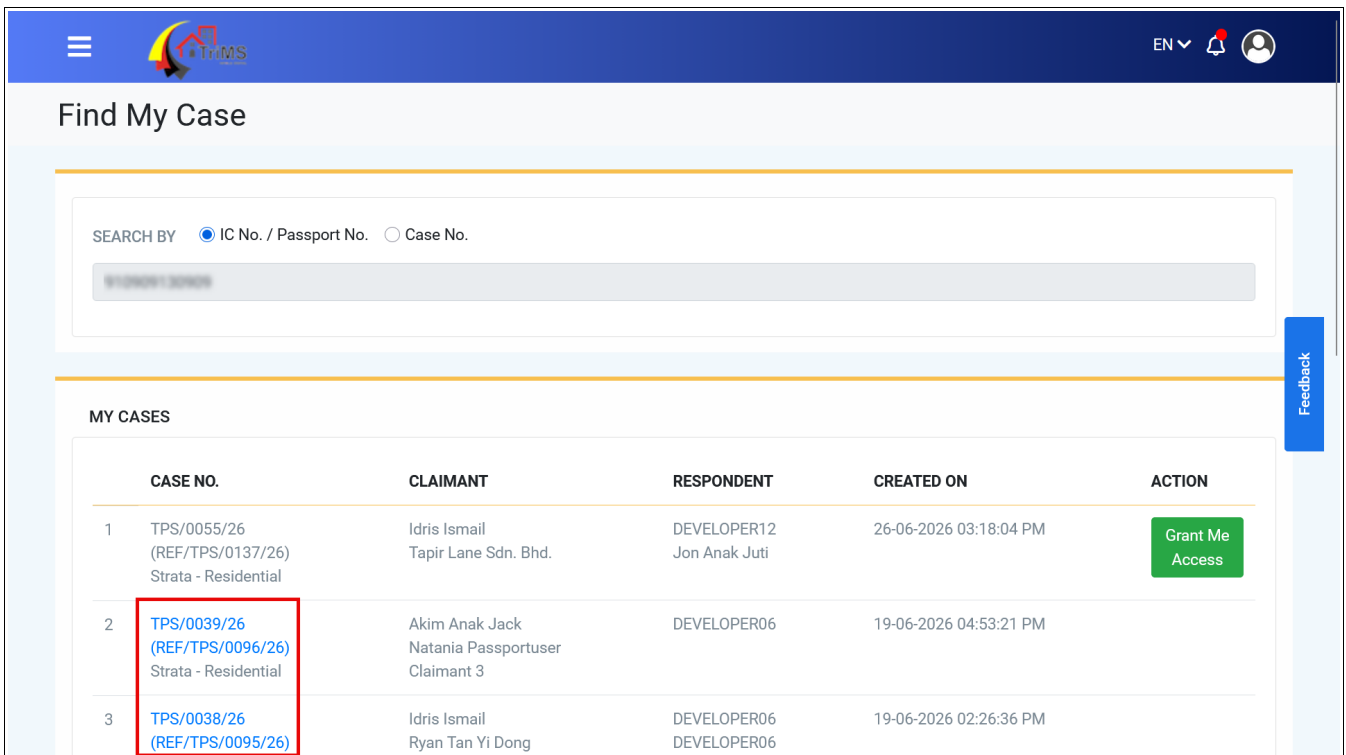
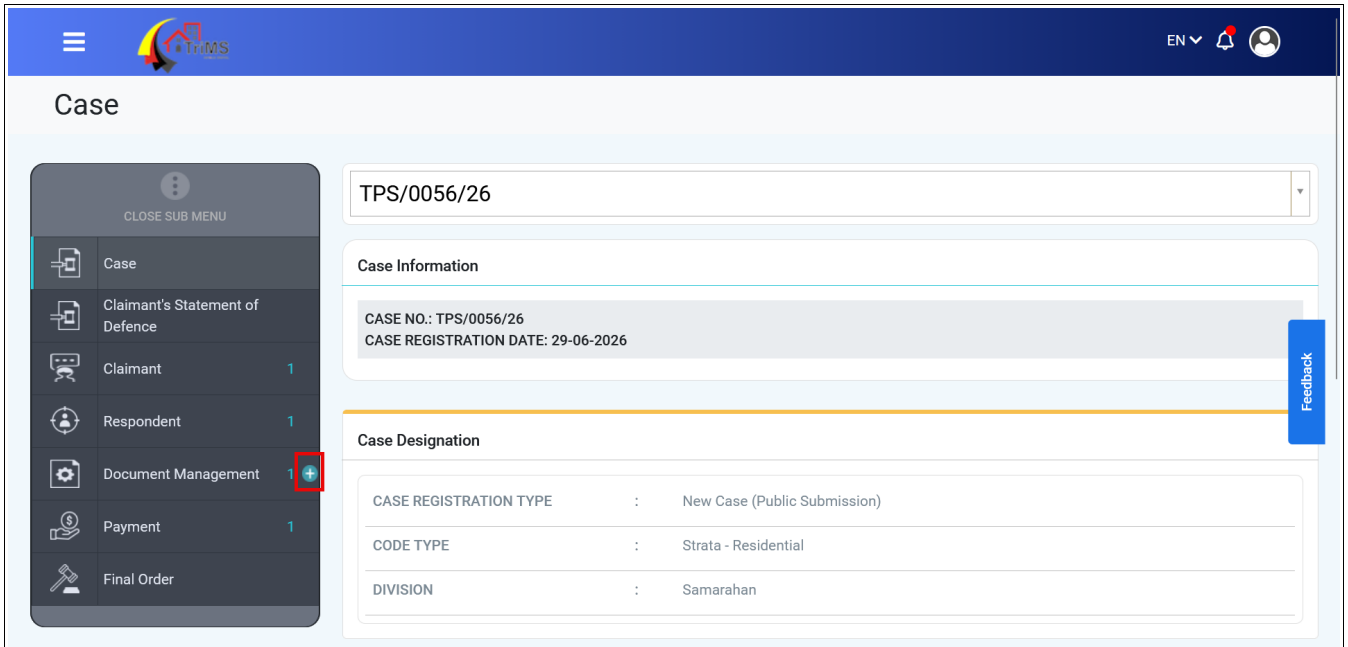


Figure : 58

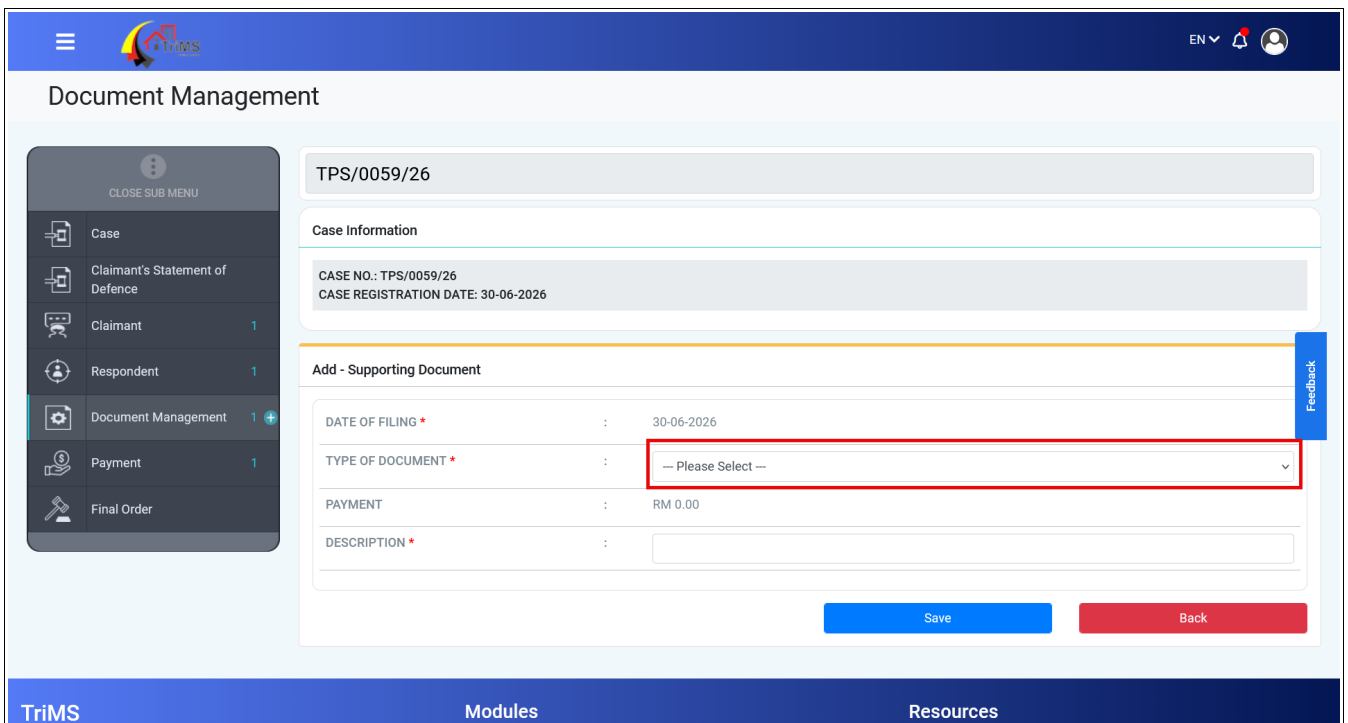
- Click on the **Add** icon in the Document Management module to add the required relevant document.



The screenshot shows the 'Case' page in the TriMS e-Filing system. The left sidebar contains a menu with the following items: Case, Claimant's Statement of Defence, Claimant, Respondent, Document Management (highlighted with a red '+' icon), Payment, and Final Order. The main content area displays the case details for TPS/0056/26. The 'Case Information' section shows the Case NO. as TPS/0056/26 and the Case Registration Date as 29-06-2026. The 'Case Designation' section shows the Case Registration Type as New Case (Public Submission), the Code Type as Strata - Residential, and the Division as Samarahan.

Figure : 59

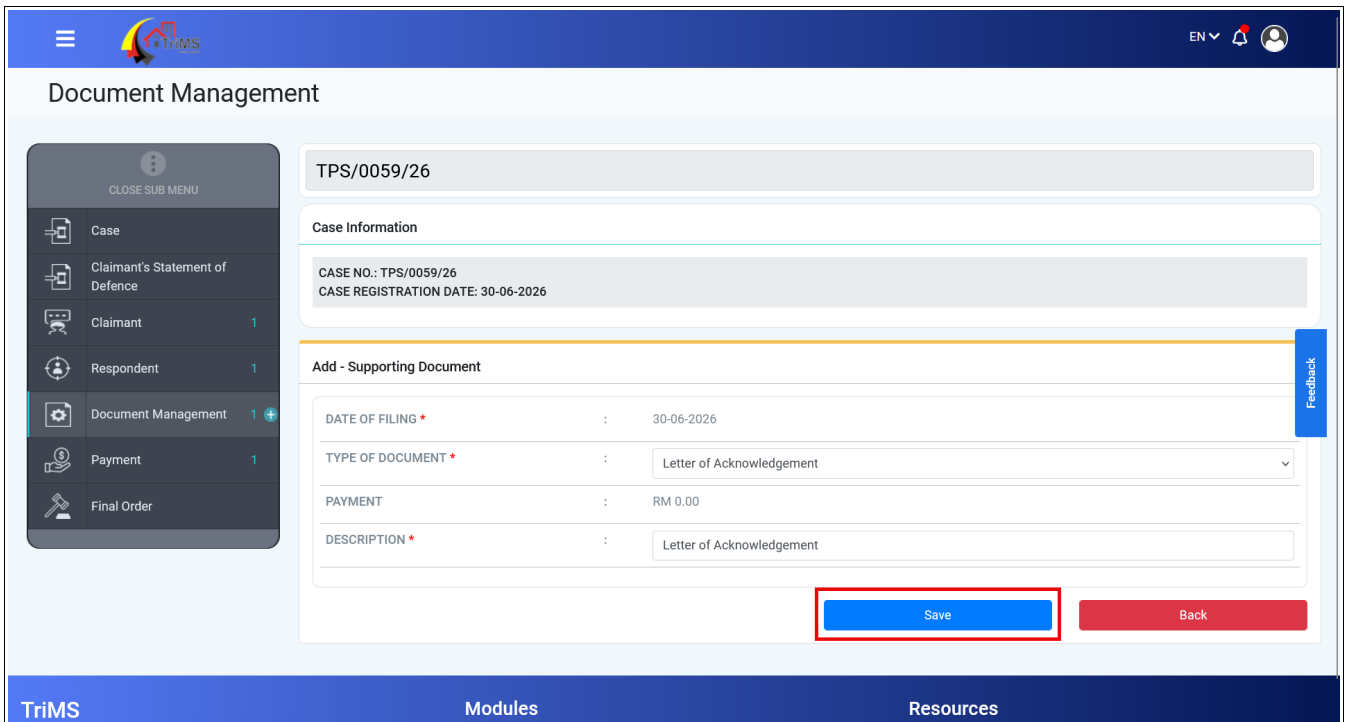
- Click on the drop-down field and select the required document type.



The screenshot shows the 'Document Management' page in the TriMS e-Filing system. The left sidebar contains a menu with the following items: Case, Claimant's Statement of Defence, Claimant, Respondent, Document Management (highlighted with a red '+' icon), Payment, and Final Order. The main content area displays the 'Add - Supporting Document' form. The form includes the following fields: DATE OF FILING (30-06-2026), TYPE OF DOCUMENT (highlighted with a red box and showing a dropdown menu with the text '--- Please Select ---'), PAYMENT (RM 0.00), and DESCRIPTION. The form also has 'Save' and 'Back' buttons at the bottom right.

Figure : 60

- Click on the **Save** button to proceed next step.



Document Management

TPS/0059/26

Case Information

CASE NO.: TPS/0059/26  
CASE REGISTRATION DATE: 30-06-2026

Add - Supporting Document

DATE OF FILING \* : 30-06-2026

TYPE OF DOCUMENT \* : Letter of Acknowledgement

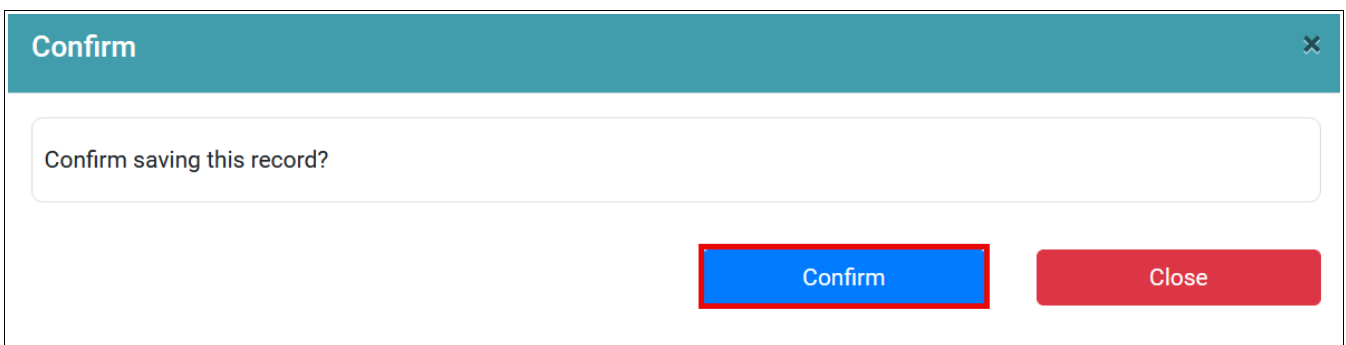
PAYMENT : RM 0.00

DESCRIPTION \* : Letter of Acknowledgement

Save Back

Figure : 61

- Click on the **Confirm** button to save the document.



Confirm

Confirm saving this record?

Confirm Close

Figure : 62

8. Upload the relevant document by click on the **Add File** button.

ATTACHMENTS

Note: Only .pdf file format is allowed.  
Maximum of each PDF file size allowed is 20MB.

Letter of Acknowledgement \*

No Attachment Found

PENDING

COMMENT(0)

Add File

OTHERS

No Attachment Found

COMMENT(0)

Add File

Feedback

Figure : 63

9. Click on the **Submit For Verification** button to proceed.

ATTACHMENTS

Note: Only .pdf file format is allowed.  
Maximum of each PDF file size allowed is 20MB.

Letter of Acknowledgement \*

Example Document.pdf (48 KB)

No Attachment Found

PENDING

COMMENT(0)

Add File

OTHERS

No Attachment Found

COMMENT(0)

Add File

Submit For Verification

Feedback

Figure : 64

Page: 3-40

10. Click on the **Confirm** button to submit for verification.

Confirm

Confirm submitting this record? No editing is allowed after submitting.

Confirm

Close

11. After verified by Tribunal Court Officer, the complete of Letter of Acknowledgement will shown as below.

Document Management

DOCUMENT TYPE

:

Supporting Documents

FILING SOURCE

:

All Filing Source

+ ADD

Letter of Acknowledgement

Letter of Acknowledgement \*

Example Document.pdf (49 KB)

VERIFIED

COMMENT(0)

OTHERS

No Attachment Found

COMMENT(0)

Form 1 - Statement of Claim

FORM 1 \*

FORM\_1\_(COVER\_LETTER)\_-\_STRATA (30-06-2026).pdf (56 KB)

FORM\_1\_(STATEMENT\_OF\_CLAIM)\_-\_STRATA (30-06-2026).pdf (64 KB)

VERIFIED

COMMENT(0)

OTHER

No Attachment Found

COMMENT(0)

Figure : 65

Page: 3-41

### 3.1.4.2. Generate Form 2 by Respondent

This function allows the respondent to generate Form 2 for secondary filing in response to the claimant's application and to submit a counterclaim against the claimant.

1. After successfully logging in, click on the **Menu** icon to open the module.

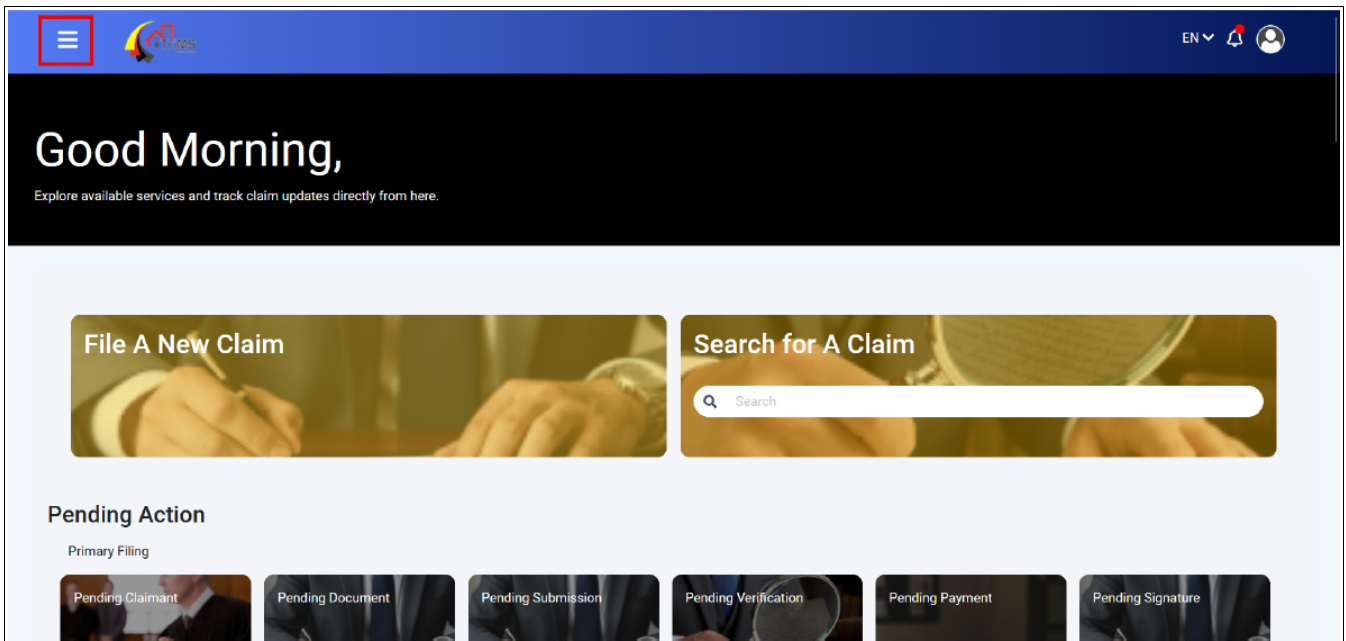


Figure : 66

2. Hover over the *Search* menu and click on the **Find My Case** button to proceed.

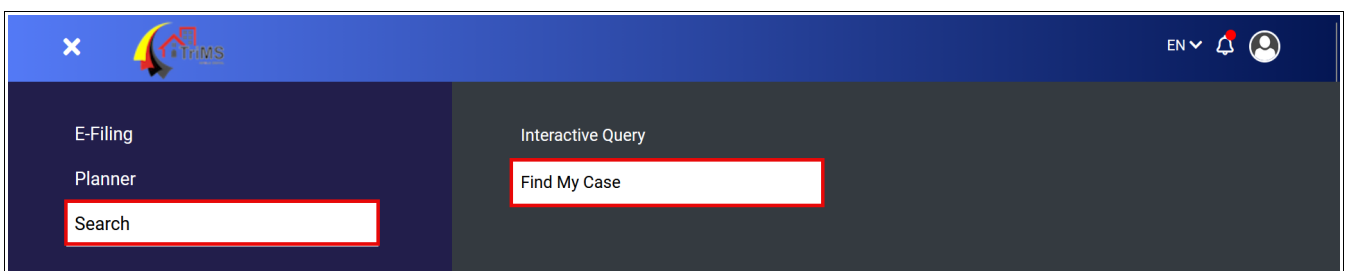


Figure : 67

- Click on the **Case No.** hyperlink to open and view the case details.




EN   

## Find My Case

SEARCH BY ☒ IC No. / Passport No. ☐ Case No.

### MY CASES

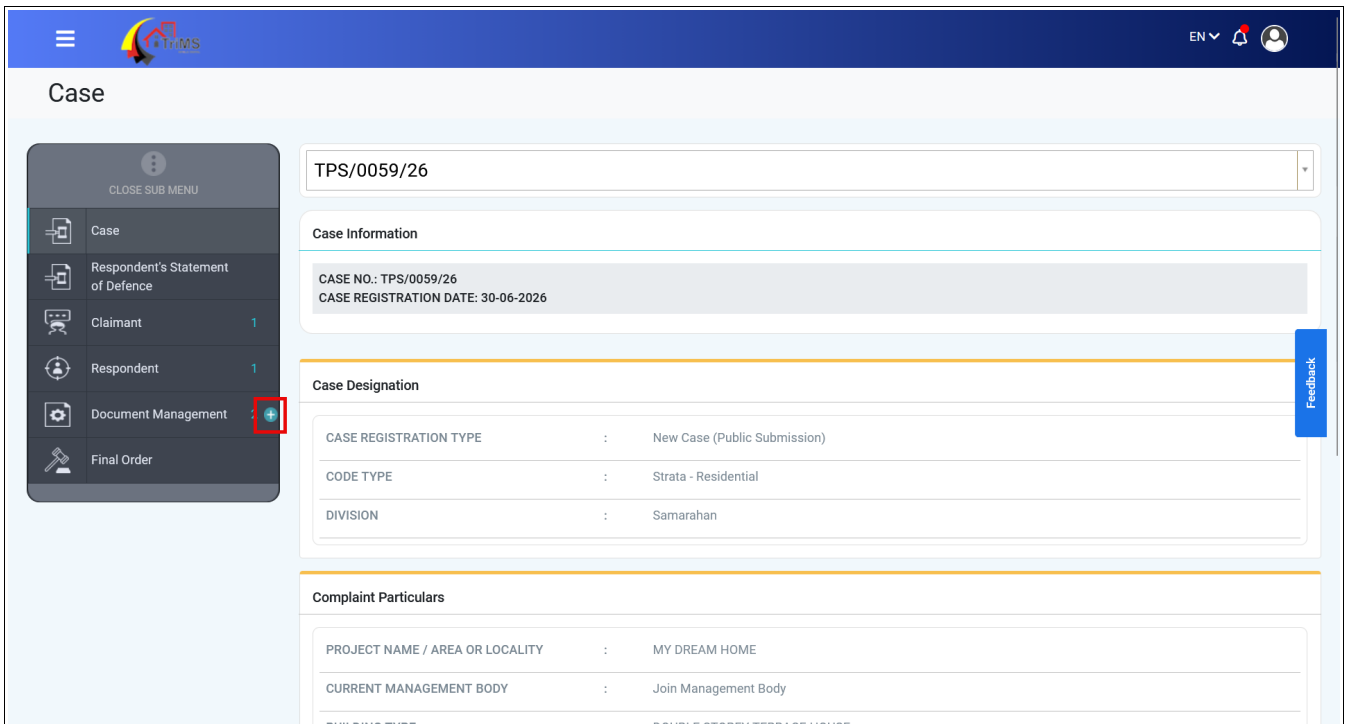
|   | CASE NO.                                                                                 | CLAIMANT                                             | RESPONDENT                   | CREATED ON             | ACTION                          |
|---|------------------------------------------------------------------------------------------|------------------------------------------------------|------------------------------|------------------------|---------------------------------|
| 1 | TPS/0055/26<br>(REF/TPS/0137/26)<br>Strata - Residential                                 | Idris Ismail<br>Tapir Lane Sdn. Bhd.                 | DEVELOPER12<br>Jon Anak Juti | 26-06-2026 03:18:04 PM | <a href="#">Grant Me Access</a> |
| 2 | <a href="#">TPS/0039/26</a><br><a href="#">(REF/TPS/0096/26)</a><br>Strata - Residential | Akim Anak Jack<br>Natania Passportuser<br>Claimant 3 | DEVELOPER06                  | 19-06-2026 04:53:21 PM |                                 |
| 3 | <a href="#">TPS/0038/26</a><br><a href="#">(REF/TPS/0095/26)</a>                         | Idris Ismail<br>Ryan Tan Yi Dong                     | DEVELOPER06<br>DEVELOPER06   | 19-06-2026 02:26:36 PM |                                 |

Feedback

Figure : 68



- Click on the **Add** icon at Document Management module. to add relevant document,



The screenshot shows the Tribunal Management System (TriMS) e-Filing interface. The sidebar menu on the left includes options: Case, Respondent's Statement of Defence, Claimant, Respondent, Document Management (highlighted with a red box and a plus icon), and Final Order. The main content area displays case information for TPS/0059/26, including Case Information, Case Designation, and Complaint Particulars. A Feedback button is visible on the right side.

**Case**

TPS/0059/26

**Case Information**

CASE NO.: TPS/0059/26  
CASE REGISTRATION DATE: 30-06-2026

**Case Designation**

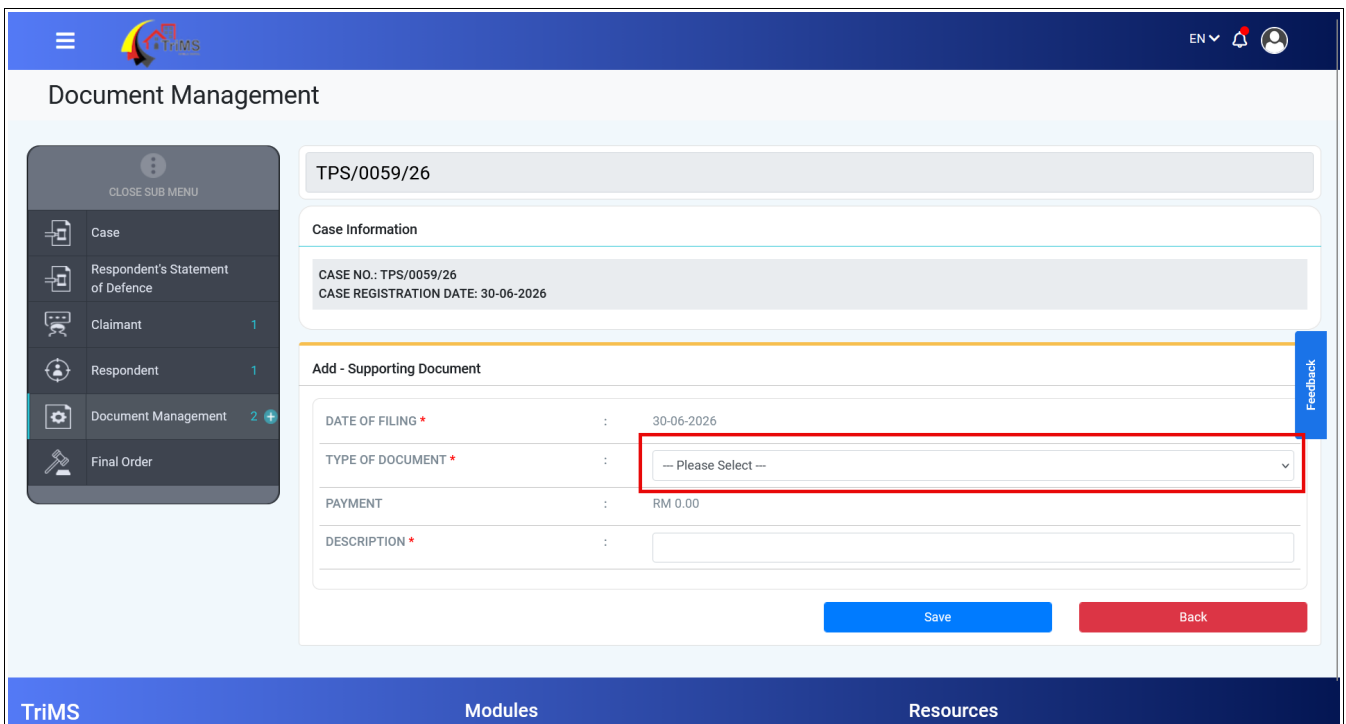
CASE REGISTRATION TYPE : New Case (Public Submission)  
CODE TYPE : Strata - Residential  
DIVISION : Samarahan

**Complaint Particulars**

PROJECT NAME / AREA OR LOCALITY : MY DREAM HOME  
CURRENT MANAGEMENT BODY : Join Management Body

Figure : 69

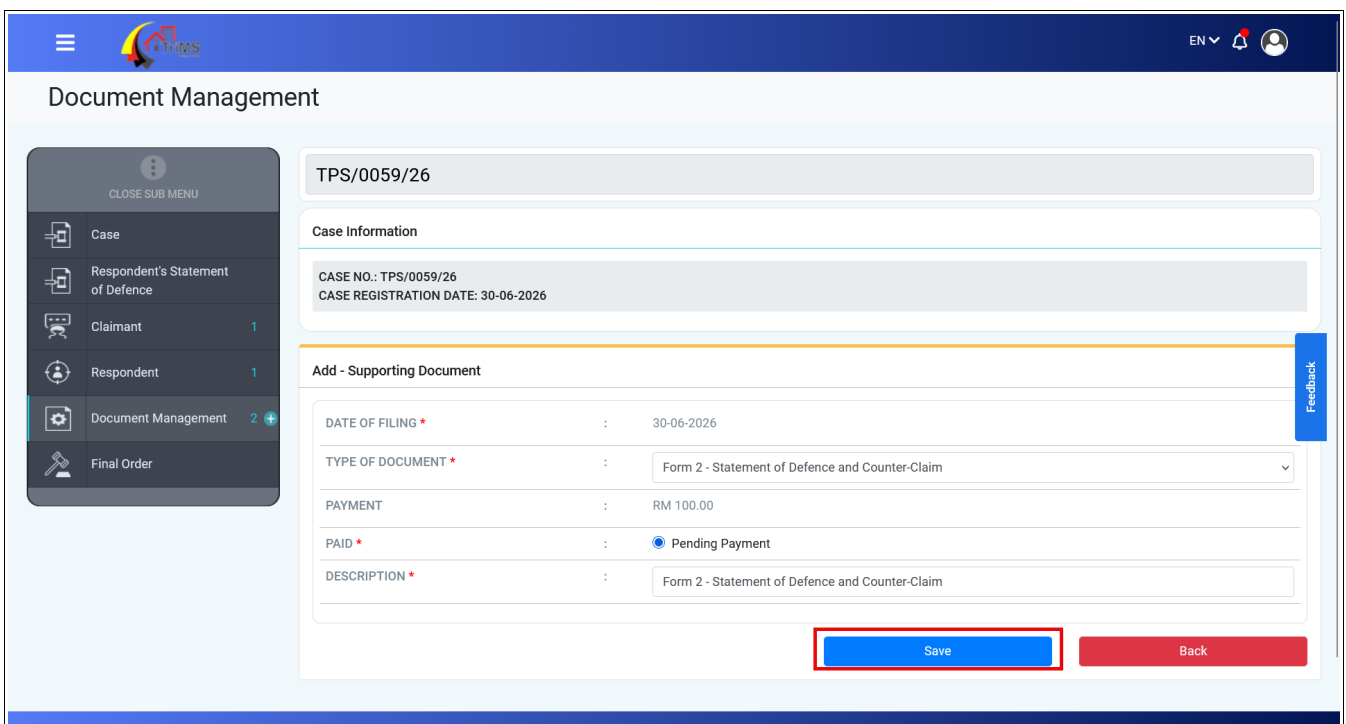
- Click on the drop-down field and select the required document type.



The screenshot shows the 'Document Management' section of the TriMS e-Filing system. On the left is a sidebar menu with options: Case, Respondent's Statement of Defence, Claimant (1), Respondent (1), Document Management (2 +), and Final Order. The main area displays case information for 'TPS/0059/26', including 'CASE NO.: TPS/0059/26' and 'CASE REGISTRATION DATE: 30-06-2026'. Below this is the 'Add - Supporting Document' form. The form fields are: 'DATE OF FILING' (30-06-2026), 'TYPE OF DOCUMENT' (a dropdown menu highlighted with a red box, showing '-- Please Select --'), 'PAYMENT' (RM 0.00), and 'DESCRIPTION' (empty). At the bottom right of the form are 'Save' and 'Back' buttons. A 'Feedback' button is visible on the right side of the form area. The footer of the page shows 'TriMS', 'Modules', and 'Resources'.

Figure : 70

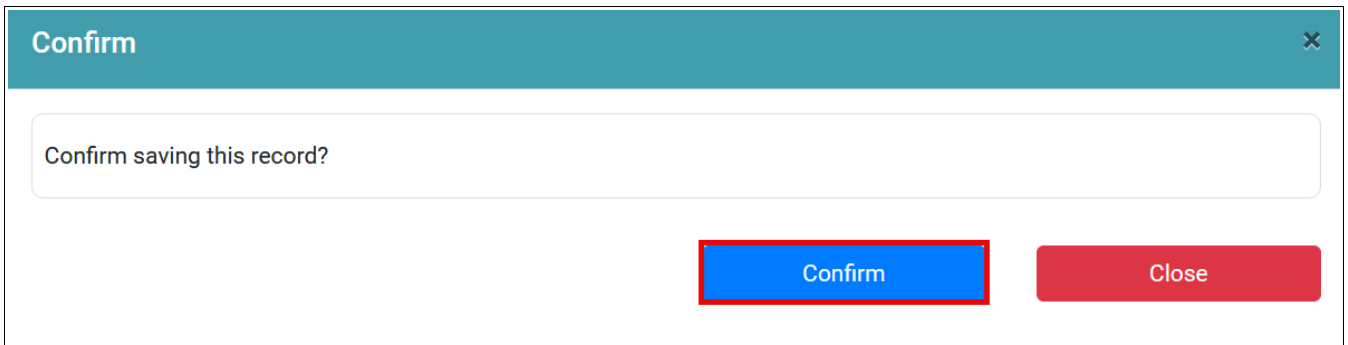
- Click on the **Save** button to proceed next step.



This screenshot shows the same 'Add - Supporting Document' form as Figure 70, but with the 'TYPE OF DOCUMENT' dropdown menu now populated with 'Form 2 - Statement of Defence and Counter-Claim'. The 'PAID' field has a radio button selected for 'Pending Payment'. The 'DESCRIPTION' field now contains the text 'Form 2 - Statement of Defence and Counter-Claim'. The 'Save' button at the bottom right of the form is highlighted with a red box. All other elements, including the sidebar menu and case information, remain the same as in Figure 70.

Figure : 71

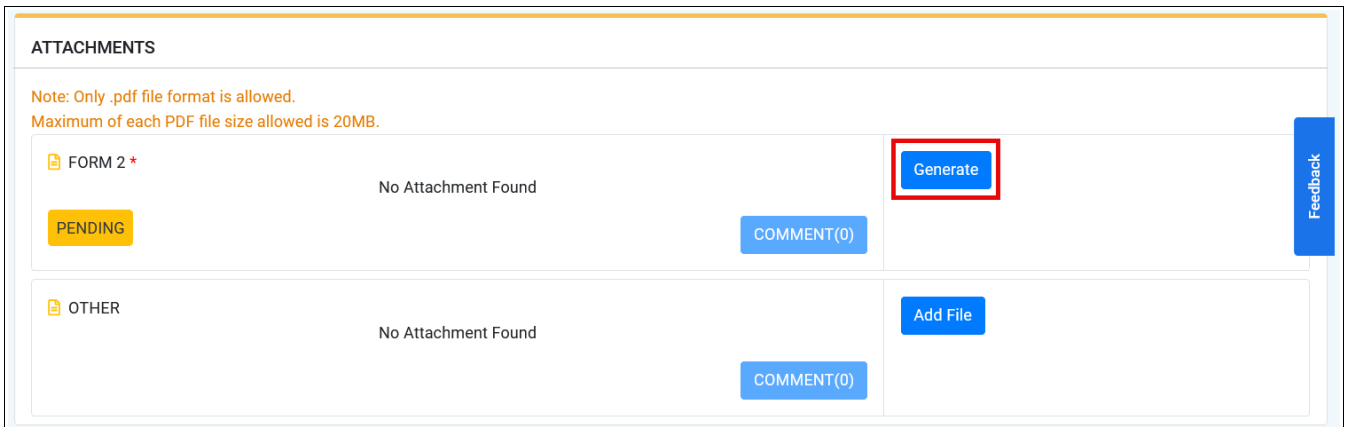
7. Click on the **Confirm** button to save the document.



A modal dialog box titled "Confirm" with a close button (X) in the top right corner. The main text area contains the question "Confirm saving this record?". At the bottom right, there are two buttons: a blue "Confirm" button and a red "Close" button. The "Confirm" button is highlighted with a red rectangular border.

Figure : 72

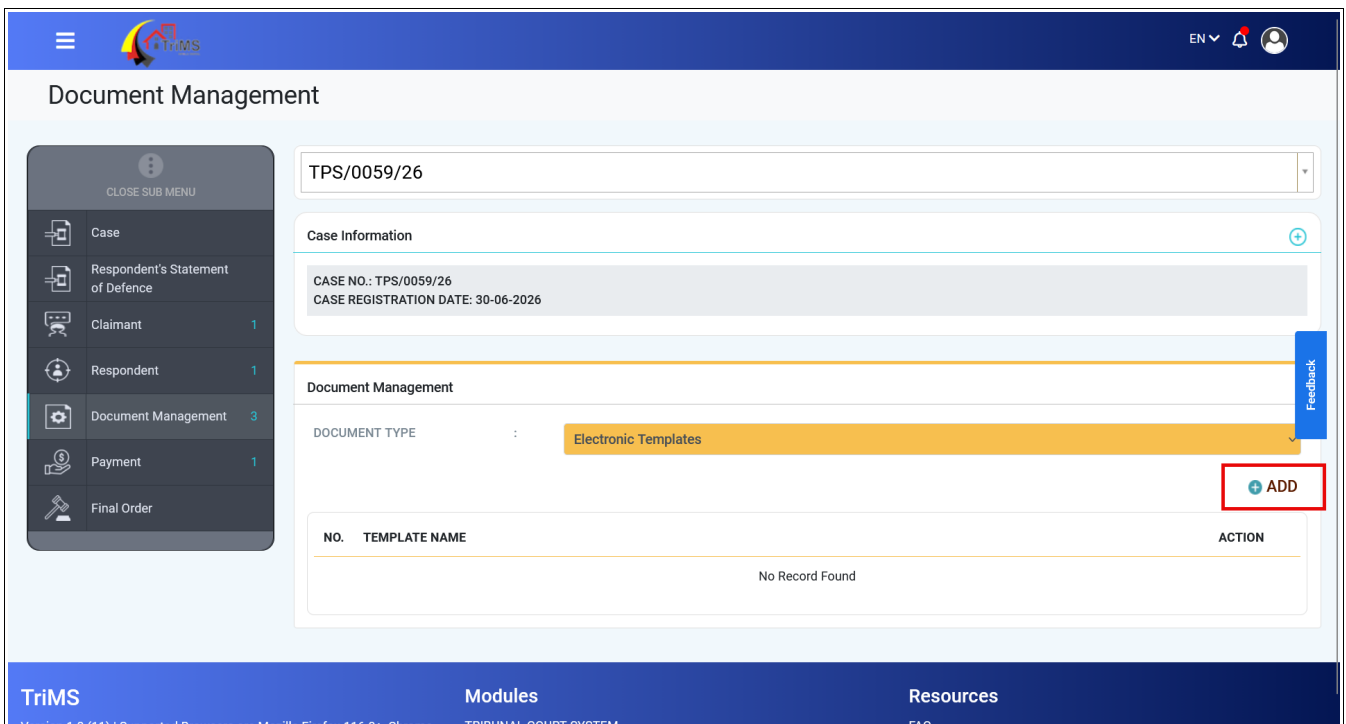
8. Upload the relevant document by click on the **Generate** button.



A section titled "ATTACHMENTS" with a yellow header bar. Below the title, there is a note: "Note: Only .pdf file format is allowed. Maximum of each PDF file size allowed is 20MB." The section contains two rows of attachment information. The first row is for "FORM 2 \*" and shows "No Attachment Found", a "PENDING" status, a "COMMENT(0)" button, and a blue "Generate" button (highlighted with a red rectangular border). The second row is for "OTHER" and also shows "No Attachment Found", a "COMMENT(0)" button, and an "Add File" button. A vertical blue "Feedback" button is located on the right side of the section.

Figure : 73

9. Click on the **+Add** button to proceed adding the form.



Document Management

TPS/0059/26

Case Information

CASE NO.: TPS/0059/26  
CASE REGISTRATION DATE: 30-06-2026

Document Management

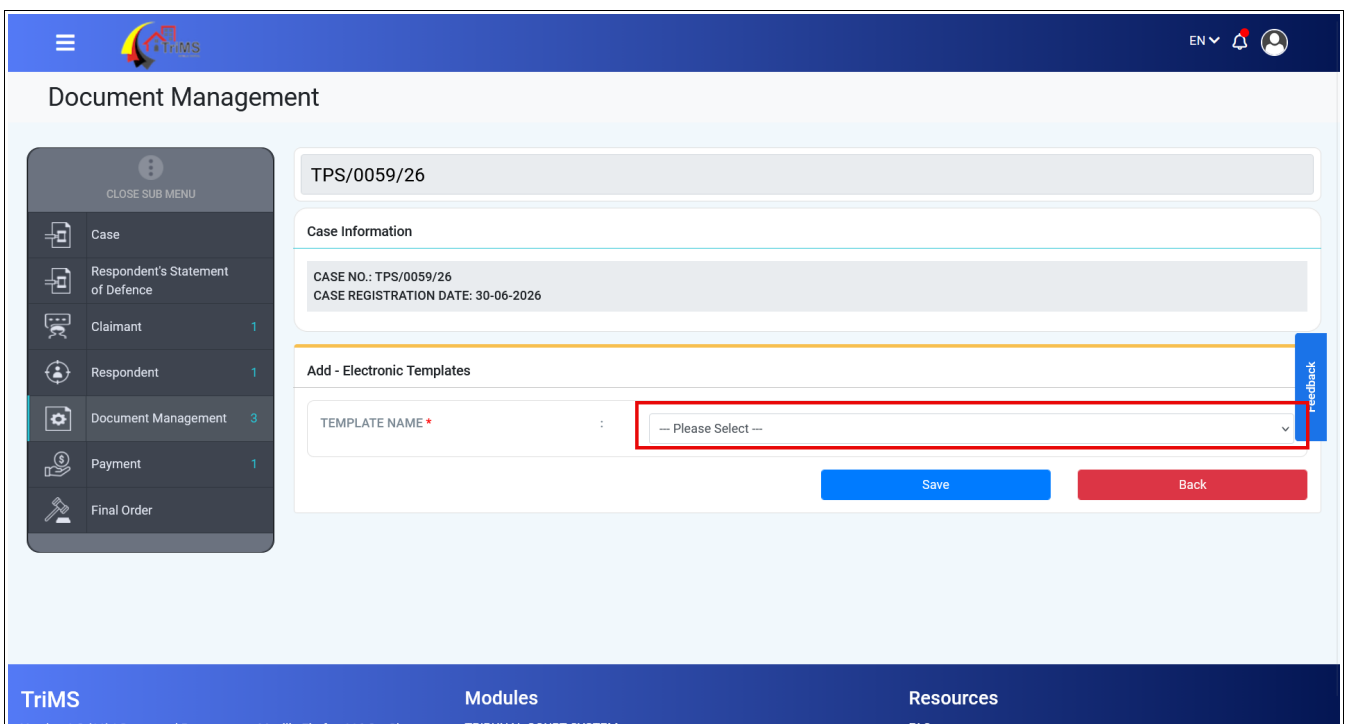
DOCUMENT TYPE : Electronic Templates

+ ADD

| NO.             | TEMPLATE NAME | ACTION |
|-----------------|---------------|--------|
| No Record Found |               |        |

Figure : 74

10. Click on the drop-down option to select the *Form 2*.



Document Management

TPS/0059/26

Case Information

CASE NO.: TPS/0059/26  
CASE REGISTRATION DATE: 30-06-2026

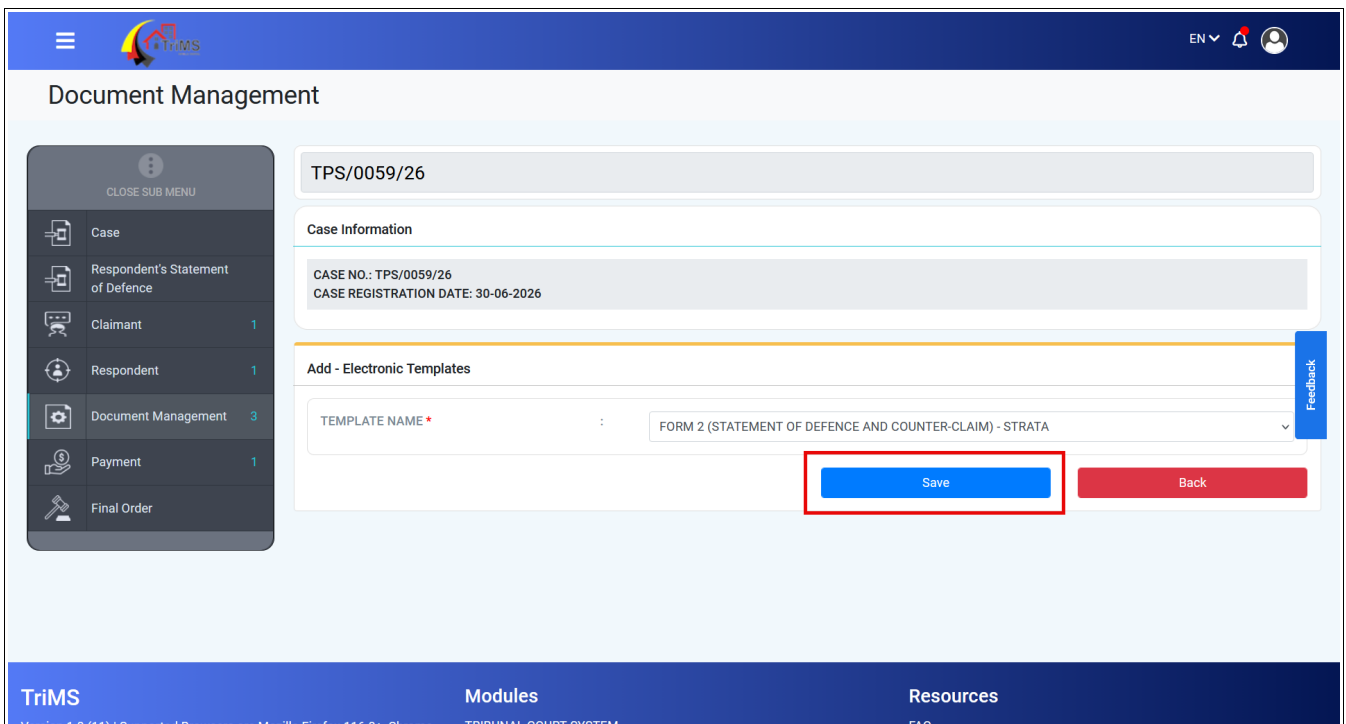
Add - Electronic Templates

TEMPLATE NAME \* : --- Please Select ---

Save Back

Figure : 75

11. Click on the **Save** button to proceed.



Document Management

TPS/0059/26

Case Information

CASE NO.: TPS/0059/26  
CASE REGISTRATION DATE: 30-06-2026

Add - Electronic Templates

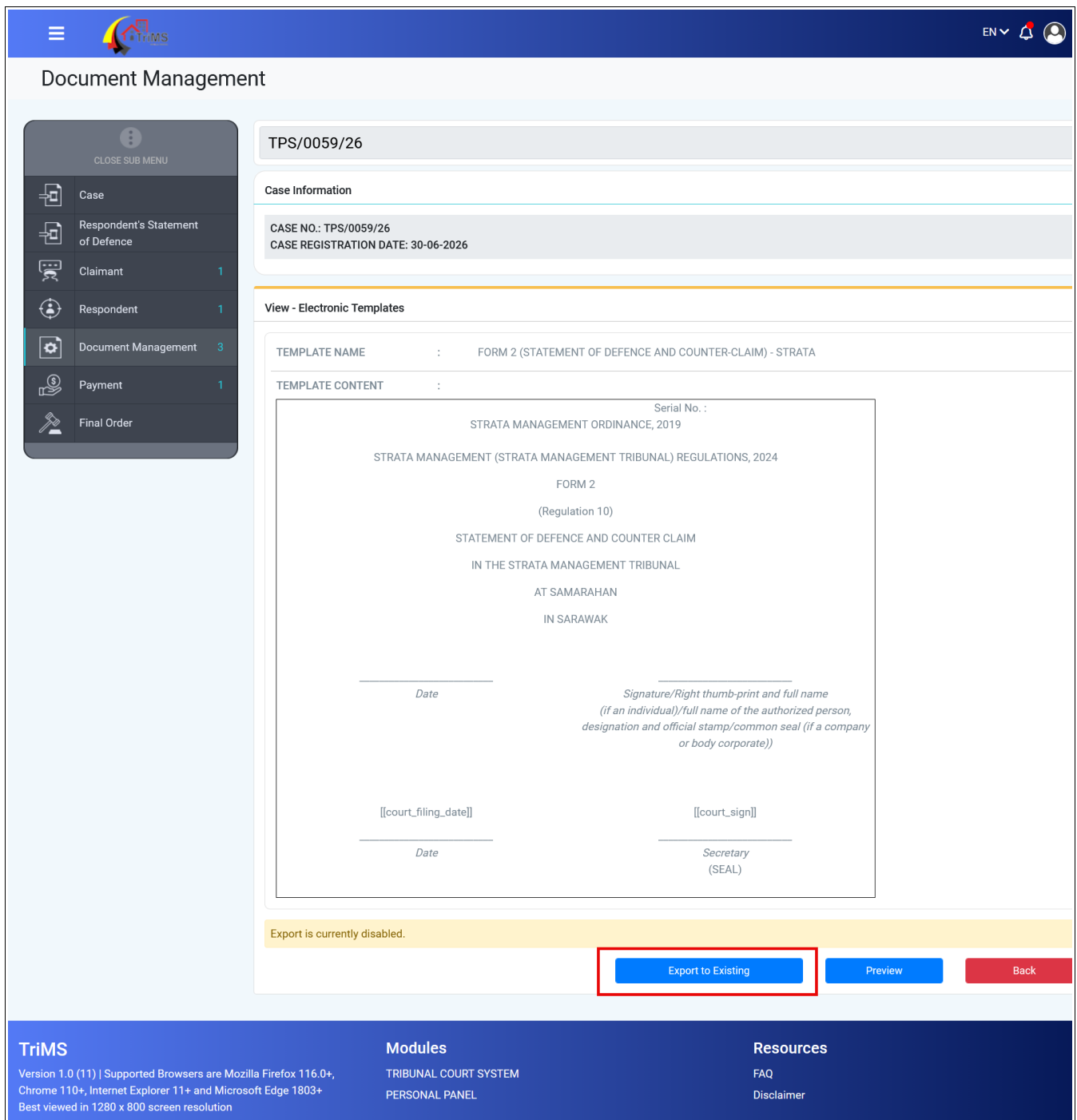
TEMPLATE NAME \* : FORM 2 (STATEMENT OF DEFENCE AND COUNTER-CLAIM) - STRATA

Save Back

TriMS Modules Resources

Figure : 76

12. Click on the **Export to Existing** to proceed next step.



**Document Management**

TPS/0059/26

**Case Information**

CASE NO.: TPS/0059/26  
CASE REGISTRATION DATE: 30-06-2026

**View - Electronic Templates**

TEMPLATE NAME : FORM 2 (STATEMENT OF DEFENCE AND COUNTER-CLAIM) - STRATA

TEMPLATE CONTENT :

Serial No. :  
STRATA MANAGEMENT ORDINANCE, 2019  
STRATA MANAGEMENT (STRATA MANAGEMENT TRIBUNAL) REGULATIONS, 2024  
FORM 2  
(Regulation 10)  
STATEMENT OF DEFENCE AND COUNTER CLAIM  
IN THE STRATA MANAGEMENT TRIBUNAL  
AT SAMARAHAN  
IN SARAWAK

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature/Right thumb-print and full name  
(if an individual)/full name of the authorized person,  
designation and official stamp/common seal (if a company  
or body corporate))

\_\_\_\_\_  
[[court\_filing\_date]]

\_\_\_\_\_  
Date

\_\_\_\_\_  
[[court\_sign]]

\_\_\_\_\_  
Secretary  
(SEAL)

Export is currently disabled.

**Export to Existing** **Preview** **Back**

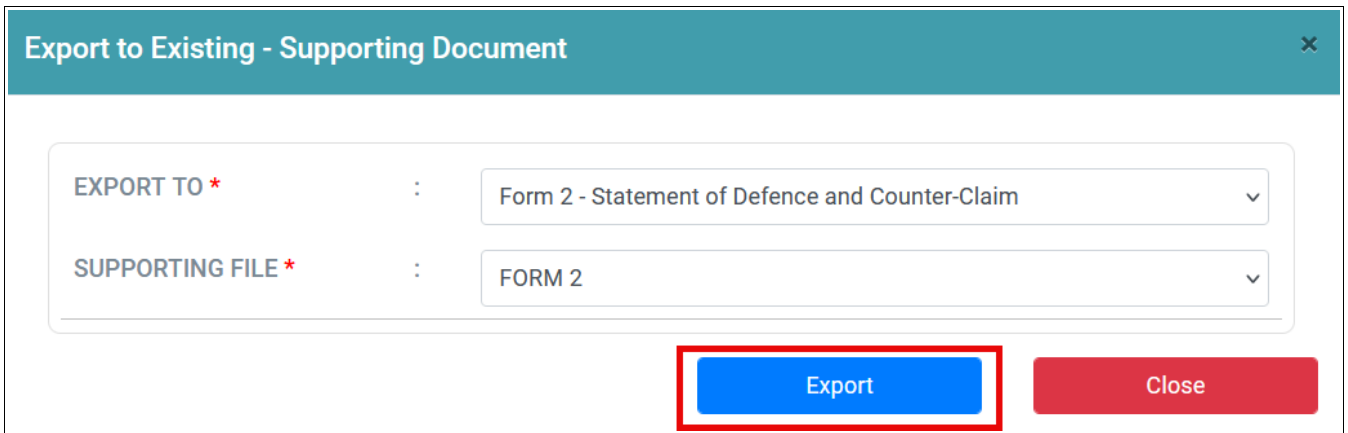
**TriMS**  
Version 1.0 (11) | Supported Browsers are Mozilla Firefox 116.0+,  
Chrome 110+, Internet Explorer 11+ and Microsoft Edge 1803+  
Best viewed in 1280 x 800 screen resolution

**Modules**  
TRIBUNAL COURT SYSTEM  
PERSONAL PANEL

**Resources**  
FAQ  
Disclaimer

Figure : 77

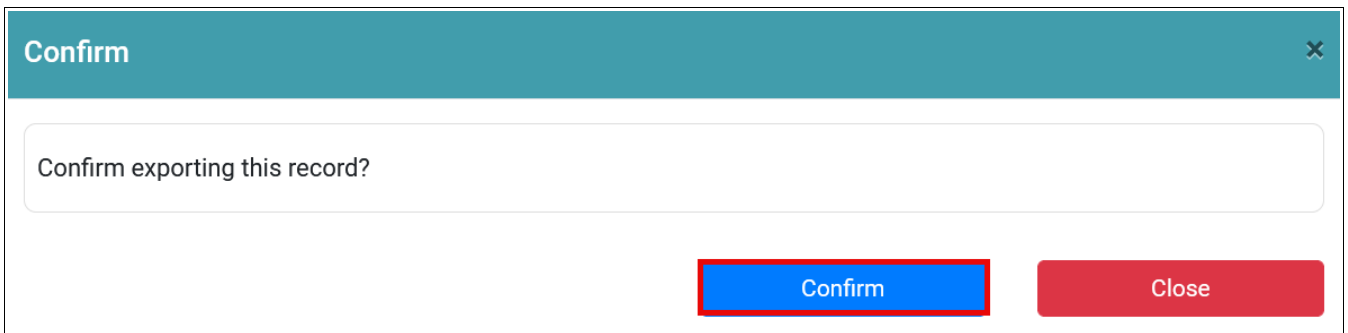
13. Click on the **Export** button to confirm.



The dialog box has a teal header with the title "Export to Existing - Supporting Document" and a close button (X) in the top right corner. Below the header is a white content area. It contains two rows of labels and dropdown menus: "EXPORT TO \*" followed by a colon and a dropdown menu showing "Form 2 - Statement of Defence and Counter-Claim"; and "SUPPORTING FILE \*" followed by a colon and a dropdown menu showing "FORM 2". At the bottom right of the dialog are two buttons: a blue "Export" button and a red "Close" button. The "Export" button is highlighted with a red rectangular border.

Figure : 78

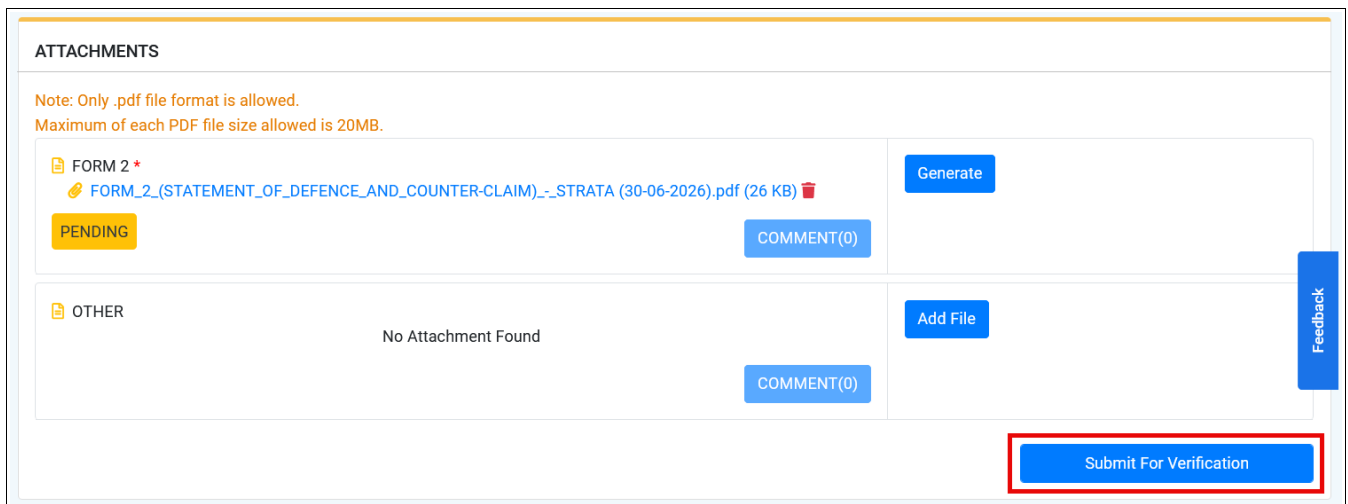
14. Click on the **Confirm** button to proceed next step.



The dialog box has a teal header with the title "Confirm" and a close button (X) in the top right corner. Below the header is a white content area. It contains a single line of text: "Confirm exporting this record?". At the bottom right of the dialog are two buttons: a blue "Confirm" button and a red "Close" button. The "Confirm" button is highlighted with a red rectangular border.

Figure : 79

15. Click on the **Submit For Verification** button to proceed.



ATTACHMENTS

Note: Only .pdf file format is allowed.  
Maximum of each PDF file size allowed is 20MB.

|                                                                                                                                                                                                                                                       |                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| FORM 2 *                                                                                                                                                                                                                                              |  |
|  FORM_2_(STATEMENT_OF_DEFENCE_AND_COUNTER-CLAIM)_-_STRATA (30-06-2026).pdf (26 KB)  |                                                                                     |
|                                                                                                                                                                      |   |
| OTHER                                                                                                                                                                                                                                                 |  |
| No Attachment Found                                                                                                                                                                                                                                   |   |

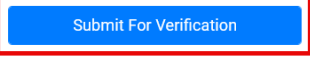
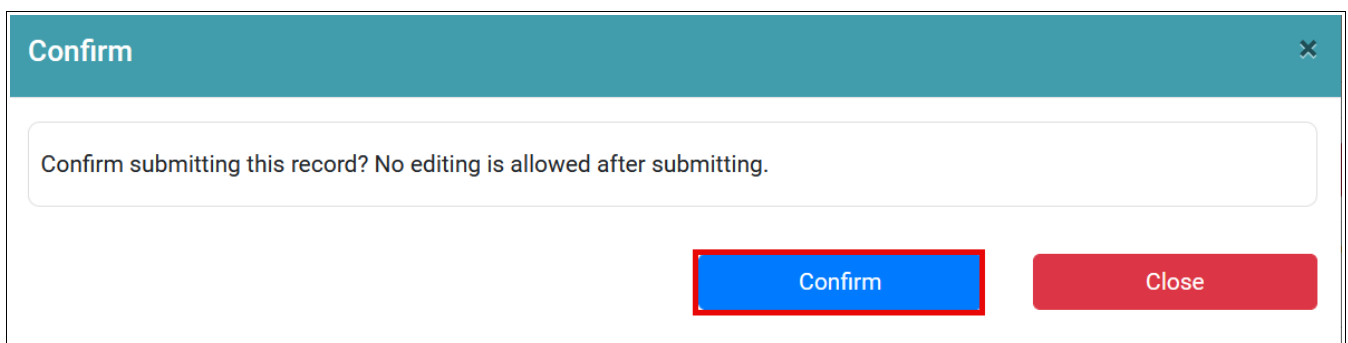




Figure : 80

16. Click on the **Confirm** button to submit for verification.



Confirm

Confirm submitting this record? No editing is allowed after submitting.

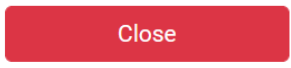
 

Figure : 81



17. Once the application already approved by the Tribunal Court Officer, At Personal Panel's Dashboard, click on the **Case Number** hyperlink to proceed next step.

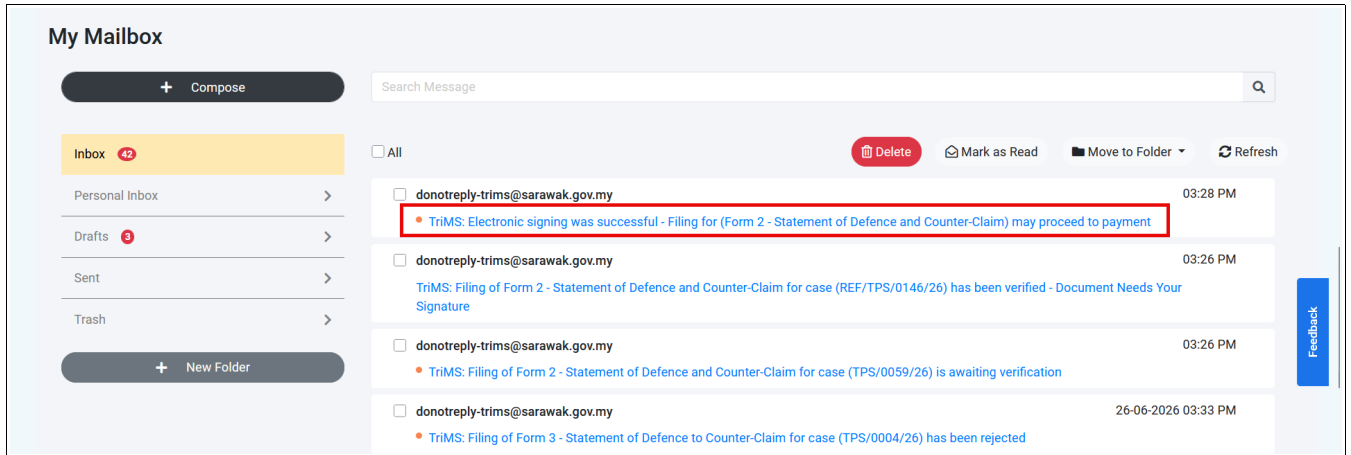


Figure : 82

18. Click on the **CLICK HERE** hyperlink to proceed signing.

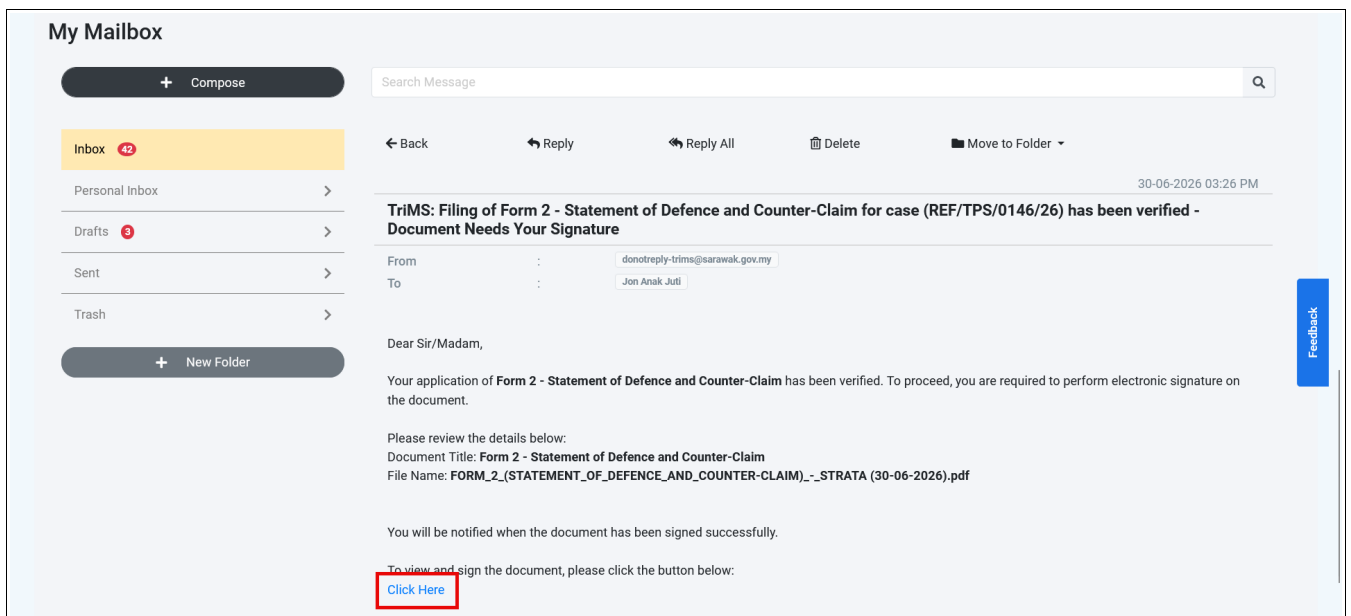
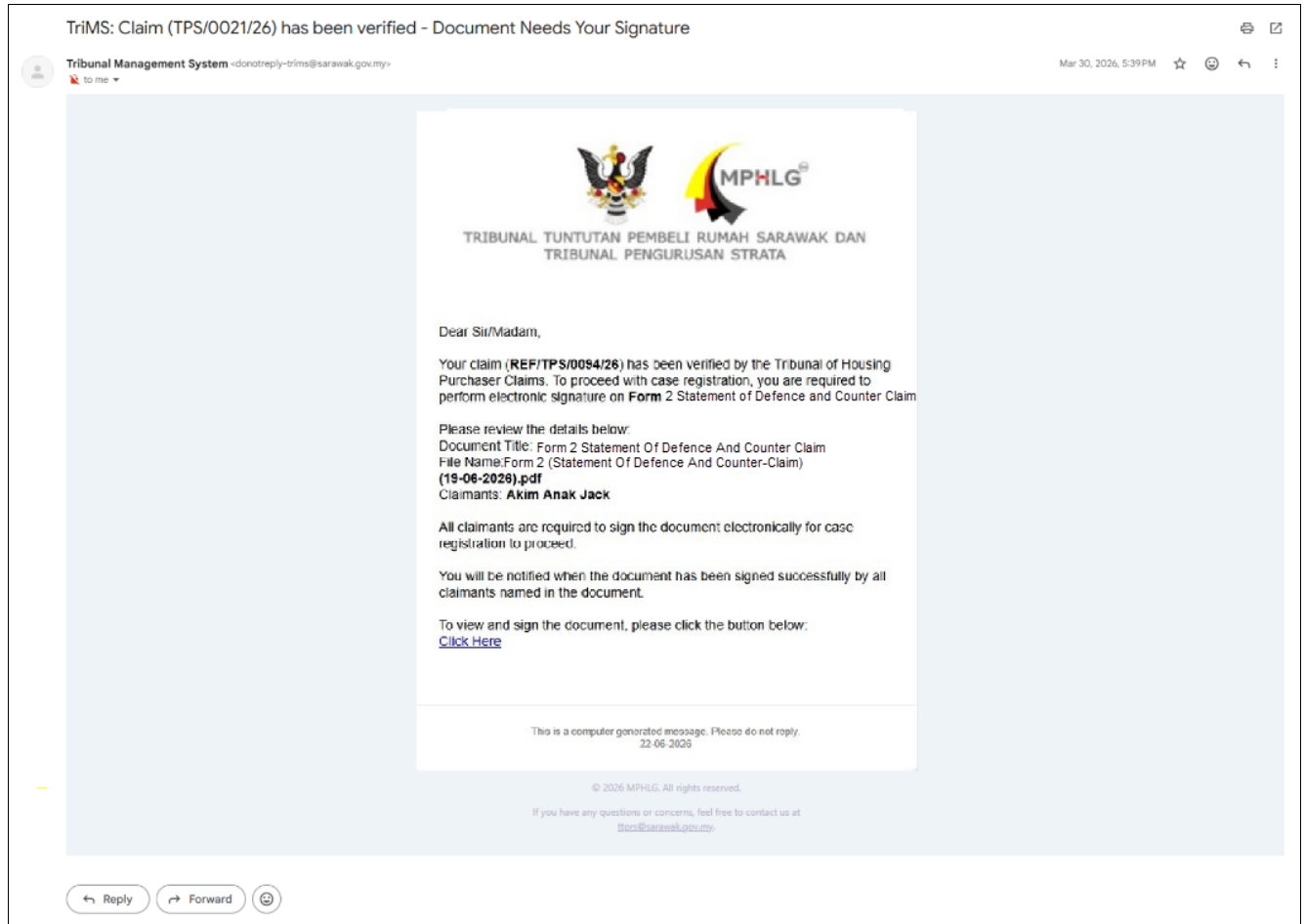


Figure : 83

## Notes:

- Users can also sign documents directly from any email application. When a signing link is opened outside the TriMS system, the user will be redirected to the signing page. An example of the email received is shown below.



19. Click on the **Sign** box to proceed signing.

1 of 2

Automatic Zoom

Submit

STATEMENT OF DEFENCE AND COUNTER-CLAIM

Serial No. :  
THE HOUSING DEVELOPERS (CONTROL AND LICENSING) ORDINANCE, 1993

THE HOUSING DEVELOPERS  
(TRIBUNAL FOR HOUSING PURCHASER CLAIMS)  
REGULATIONS, 2010

**FORM 2**  
(Regulation 10)

**STATEMENT OF DEFENCE AND COUNTER-CLAIM**  
IN THE TRIBUNAL FOR HOUSING PURCHASER CLAIMS  
AT SAMARAHAN  
IN THE STATE OF SARAWAK  
CLAIM NO.: TTPRS/0009/26

Name of Claimant: IDRIS ISMAIL I.C. No.: 700505130505

Address: UNIT 12A TAMAN NENAS EMAS, LORONG 12  
JALAN GETAH, SARIKEI  
96100 KUCHING  
SARAWAK  
MALAYSIA

23-07-2026



Signature/Right thumb-print  
of Claimant

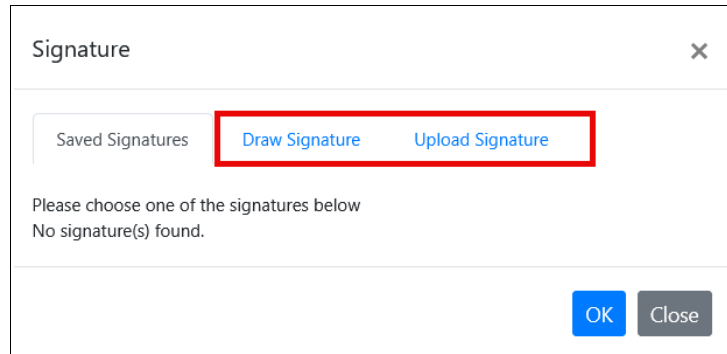
[[filing\_date\_court]]

[[court\_sign]]

Figure : 84

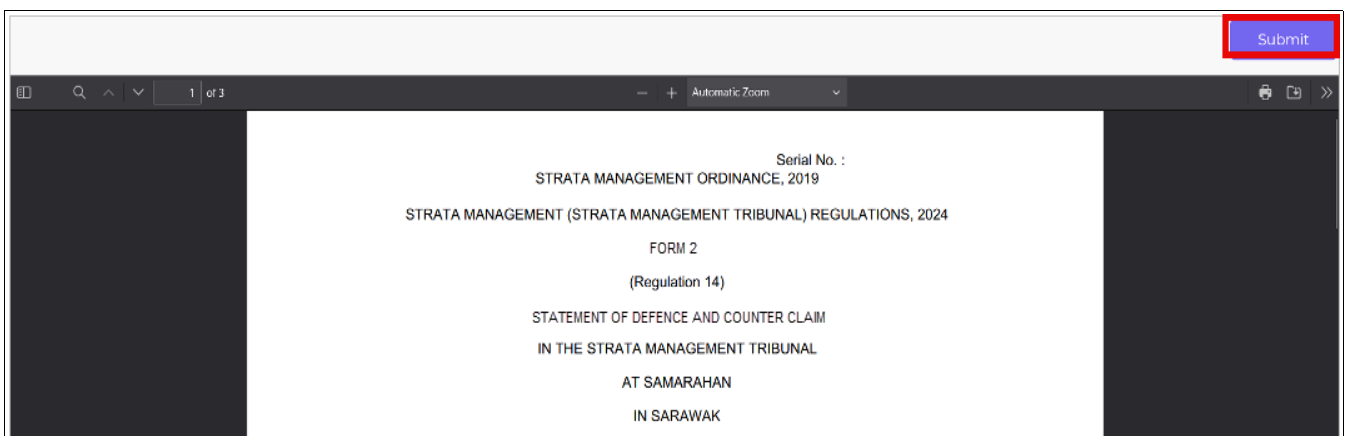
**Notes:**

- User can **Draw Signature** or **Upload Signature** by click on the tab as below.



A dialog box titled "Signature" with a close button (X) in the top right corner. Inside the dialog, there is a tab labeled "Saved Signatures". Below the tab, there are two buttons: "Draw Signature" and "Upload Signature", both highlighted with a red rectangular border. Below these buttons, the text reads: "Please choose one of the signatures below" and "No signature(s) found." At the bottom right of the dialog, there are two buttons: "OK" (blue) and "Close" (grey).

20. After successfully signed the form, proceed to click on the **Submit** button.



A screenshot of a web application interface. At the top right, there is a red button labeled "Submit". Below it, there is a toolbar with various icons and a "Automatic Zoom" dropdown menu. The main content area displays the following text: "Serial No. :", "STRATA MANAGEMENT ORDINANCE, 2019", "STRATA MANAGEMENT (STRATA MANAGEMENT TRIBUNAL) REGULATIONS, 2024", "FORM 2", "(Regulation 14)", "STATEMENT OF DEFENCE AND COUNTER CLAIM", "IN THE STRATA MANAGEMENT TRIBUNAL", "AT SAMARAHAN", and "IN SARAWAK".

Figure : 85

21. At Personal Panel's Dashboard, click on the **Case number** hyperlink to proceed payment.

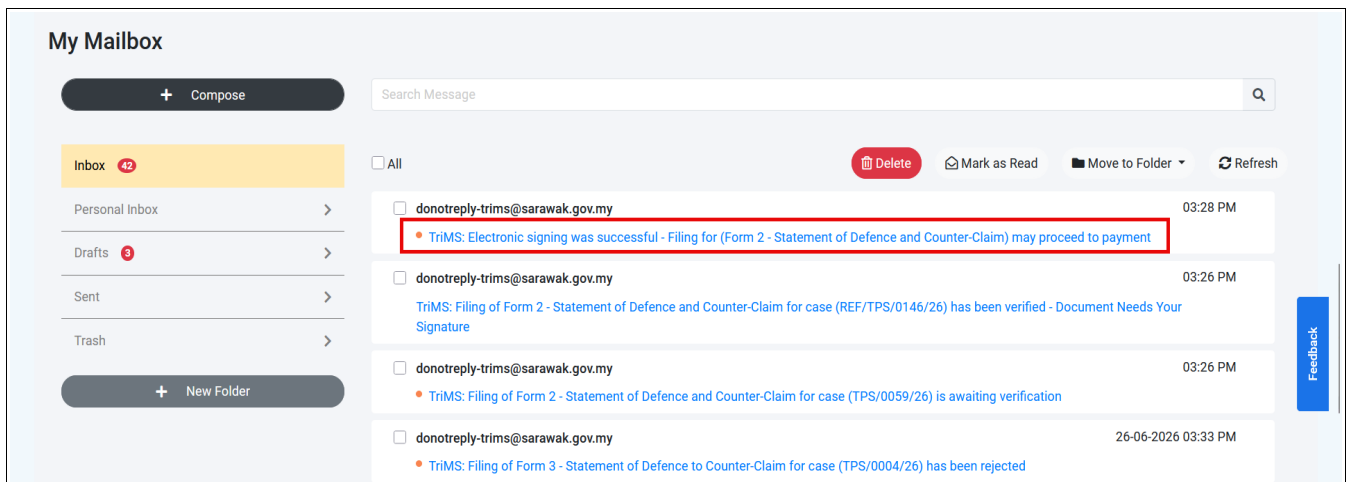


Figure : 86

22. Click on the **CLICK HERE** hyperlink as shown as below.

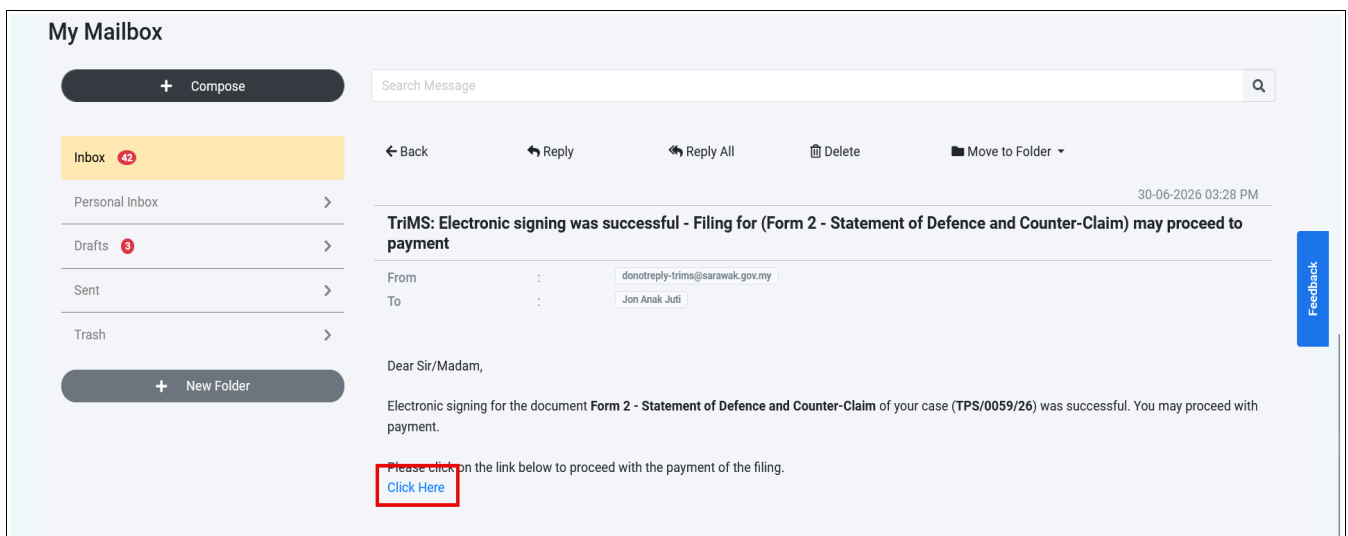
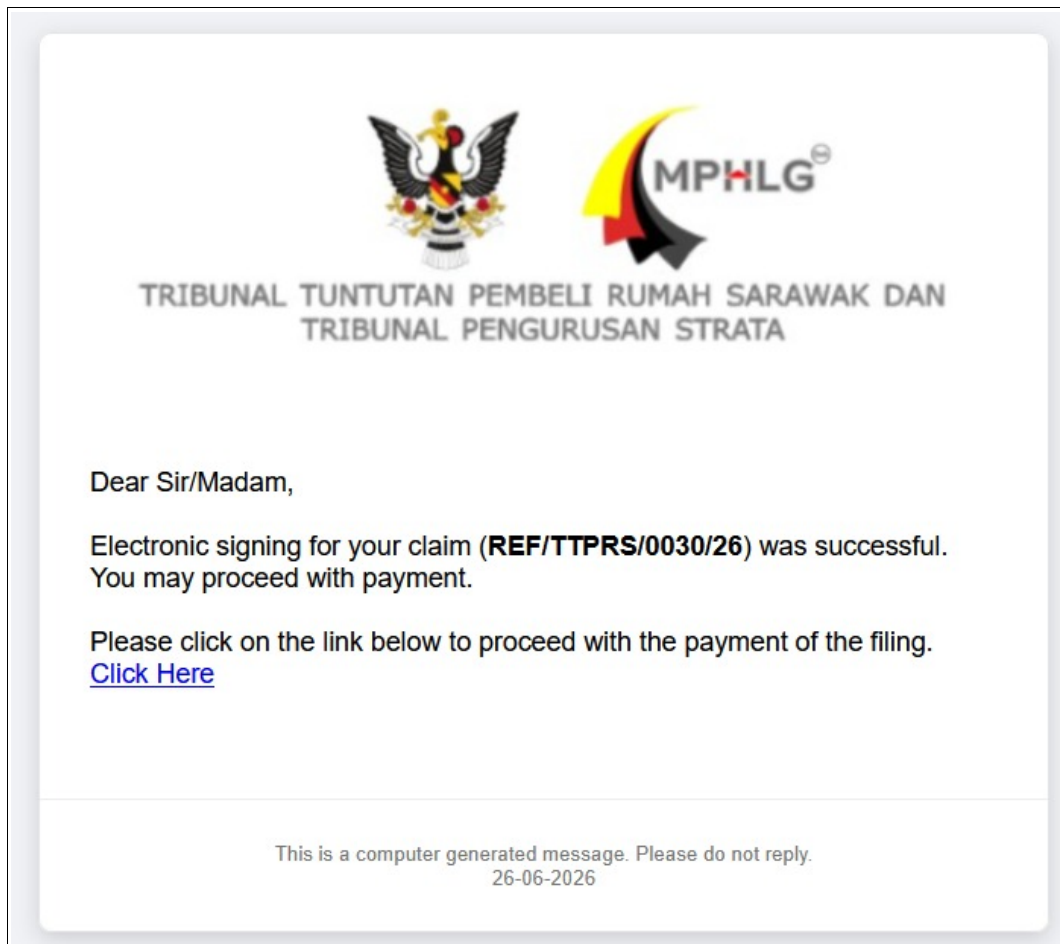


Figure : 87

**Notes:**

- Users can make payments by clicking the payment link in the email received through any email application. If the link is accessed outside the TriMS's Mailbox, the user will be redirected to the payment page. An example of the email is shown below.



23. Click on the **Pay Now** button to proceed.

ATTACHMENTS

Note: Only .pdf file format is allowed.  
Maximum of each PDF file size allowed is 20MB.

FORM 2 \*

FORM\_2\_(STATEMENT\_OF\_DEFENCE\_AND\_COUNTER-CLAIM)\_-\_STRATA (30-06-2026).pdf (35 KB)

VERIFIED

COMMENT(0)

OTHER

No Attachment Found

COMMENT(0)

Pay Now

Feedback

Figure : 88

24. Click on the **Pay Now** button to do online payment.

Menu

TriMS

EN

Notification

User

Your Transaction Detail

| No.          | Case No.      | Case Reference No. | Name of Document                                | Amount (RM) |
|--------------|---------------|--------------------|-------------------------------------------------|-------------|
| 1            | TTPRS/0009/26 | REF/TTPRS/0113/26  | Form 2 - Statement of Defence and Counter-Claim | 50.00       |
| Total Amount |               |                    |                                                 | 50.00       |

Pay Now

Back

Feedback

Figure : 89

25. Click on the **Confirm** button to proceed.

Confirm

×

You are about to do online payment. The payment status will change accordingly after this.  
Proceed to do online payment now?

Confirm

Close

Figure : 90

26. Choose the *Payment Method* to proceed payment.

Payment Confirmation

| Bill Type                                   | Reference No.      | Total Amount |
|---------------------------------------------|--------------------|--------------|
| 1 SG: Sarawak State Government Bill (T.304) | kxBcXvwvGY         | 100.00       |
|                                             | Total (RM)         | 100.00       |
| You have 1 bill(s) to pay                   | Total Payable (RM) | 100.00       |

Please proceed to payment within 5 minutes or cart item will be cancelled.

Choose a Payment Method

You are encouraged to use Sarawak Government eWallet - **S PAY GLOBAL** (formerly as **SARAWAK PAY**) to enjoy Cash Rebate.

S PAY GLOBAL

Credit/Debit Cards

Online Banking

Figure : 91

27. Click on the **Back to Application** button to view the filing.

Payment Successful

Payment Date

26 November 2025 10:57 AM

Reference No.

UJ25BQD10100080

Total Amount Paid (RM)

100.00

Thank you for using our service. Your payment of RM100.00 has been received. Your account will be updated within ONE(1) day.

Back to Application

Print Receipt

Figure : 92



28. Once the Form 2 already been signed by Tribunal Court Officer, the completed Form 2 will be display as below.

**Document Management**

DOCUMENT TYPE :

Supporting Documents

FILING SOURCE :

All Filing Source

+ ADD

|                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                           |
|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| <p><b>Form 2 - Statement of Defence and Counter-Claim</b></p> | <div style="border-bottom: 1px solid #f0f0f0; padding-bottom: 5px;"> <div style="display: flex; justify-content: space-between;"> <div> <div style="font-size: 0.8em;">FORM 2 *</div> <div style="font-size: 0.7em;"> <a href="#">FORM_2_(COVER_LETTER)_-_STRATA (30-06-2026).pdf (59 KB)</a><br/> <a href="#">FORM_2_(STATEMENT_OF_DEFENCE_AND_COUNTER-CLAIM)_-_STRATA (30-06-2026).pdf (63 KB)</a> </div> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="background-color: #ffc107; padding: 2px 5px; font-weight: bold;">VERIFIED</div> <div style="background-color: #17a2b8; color: white; padding: 2px 5px; font-weight: bold;">COMMENT(0)</div> </div> </div> <div style="padding-top: 5px;"> <div style="display: flex; justify-content: space-between;"> <div>OTHER</div> <div>No Attachment Found</div> </div> <div style="text-align: right; margin-top: 5px;"> <div style="background-color: #17a2b8; color: white; padding: 2px 5px; font-weight: bold;">COMMENT(0)</div> </div> </div> </div> | <div style="text-align: right; font-size: 0.8em;">Q</div> |
| <p><b>Letter of Acknowledgement</b></p>                       | <div style="border-bottom: 1px solid #f0f0f0; padding-bottom: 5px;"> <div style="display: flex; justify-content: space-between;"> <div> <div style="font-size: 0.8em;">Letter of Acknowledgement *</div> <div style="font-size: 0.7em;"> <a href="#">Example Document.pdf (49 KB)</a> </div> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="background-color: #ffc107; padding: 2px 5px; font-weight: bold;">VERIFIED</div> <div style="background-color: #17a2b8; color: white; padding: 2px 5px; font-weight: bold;">COMMENT(0)</div> </div> </div> <div style="padding-top: 5px;"> <div style="display: flex; justify-content: space-between;"> <div>OTHERS</div> <div>No Attachment Found</div> </div> </div> </div>                                                                                                                                                                                                                                                                                    | <div style="text-align: right; font-size: 0.8em;">Q</div> |

Figure : 93

### 3.1.4.3. Generate Form 3 by Claimant

This function allows the claimant to generate Form 3 for secondary filing in response to the respondent's Form 2.

1. After successfully logging in, click on the **Menu** icon to open the module.

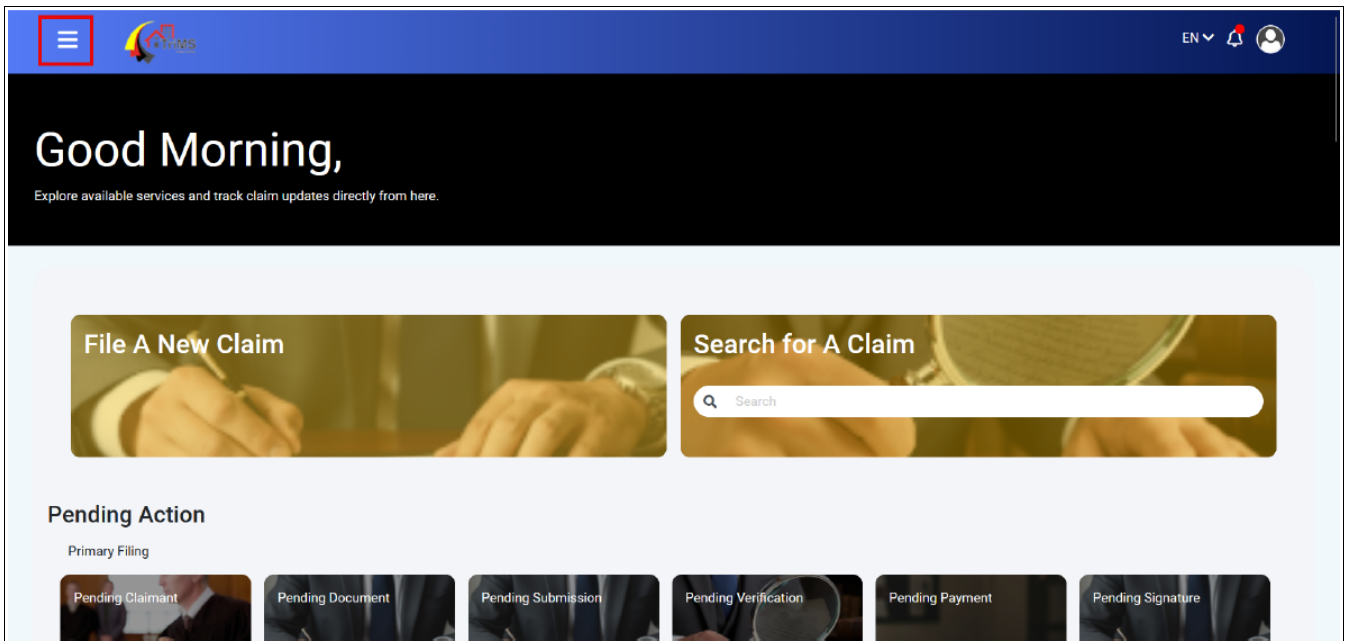


Figure : 94

2. Hover over the *Search* menu and click on the **Find My Case** button to proceed.

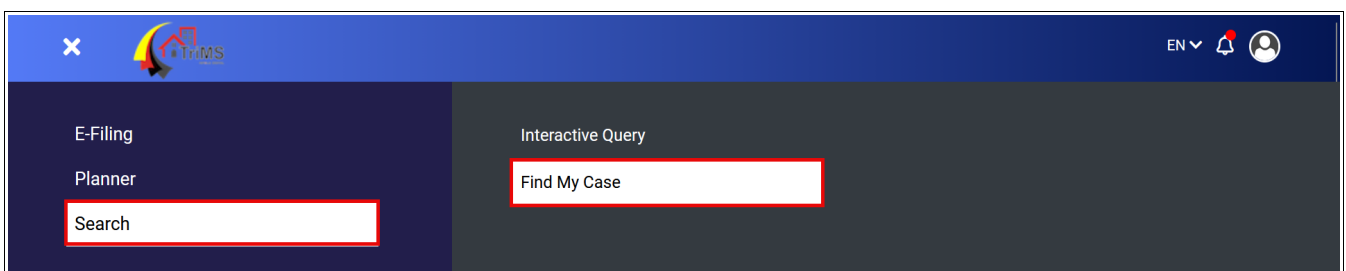
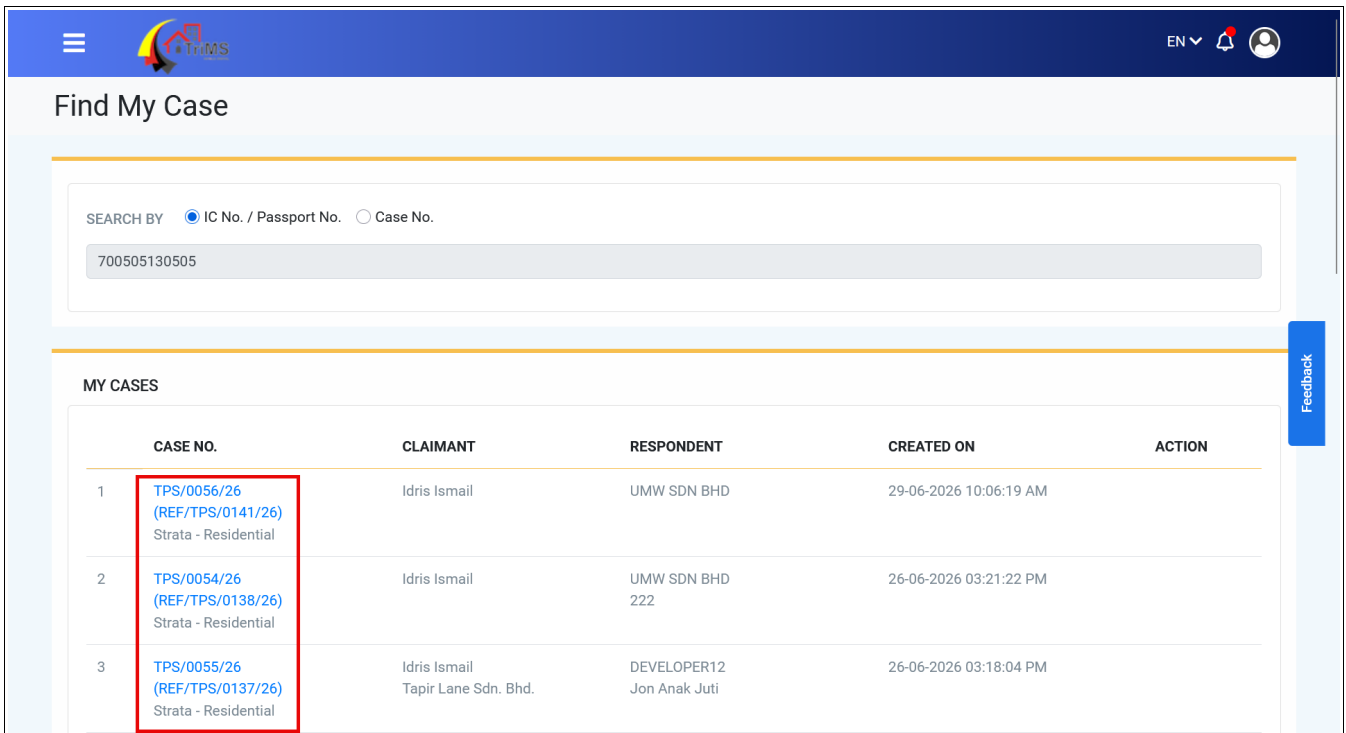


Figure : 95

- Click on the **Case No.** hyperlink to open and view the case details.



Find My Case

SEARCH BY ☒ IC No. / Passport No. ☐ Case No.

700505130505

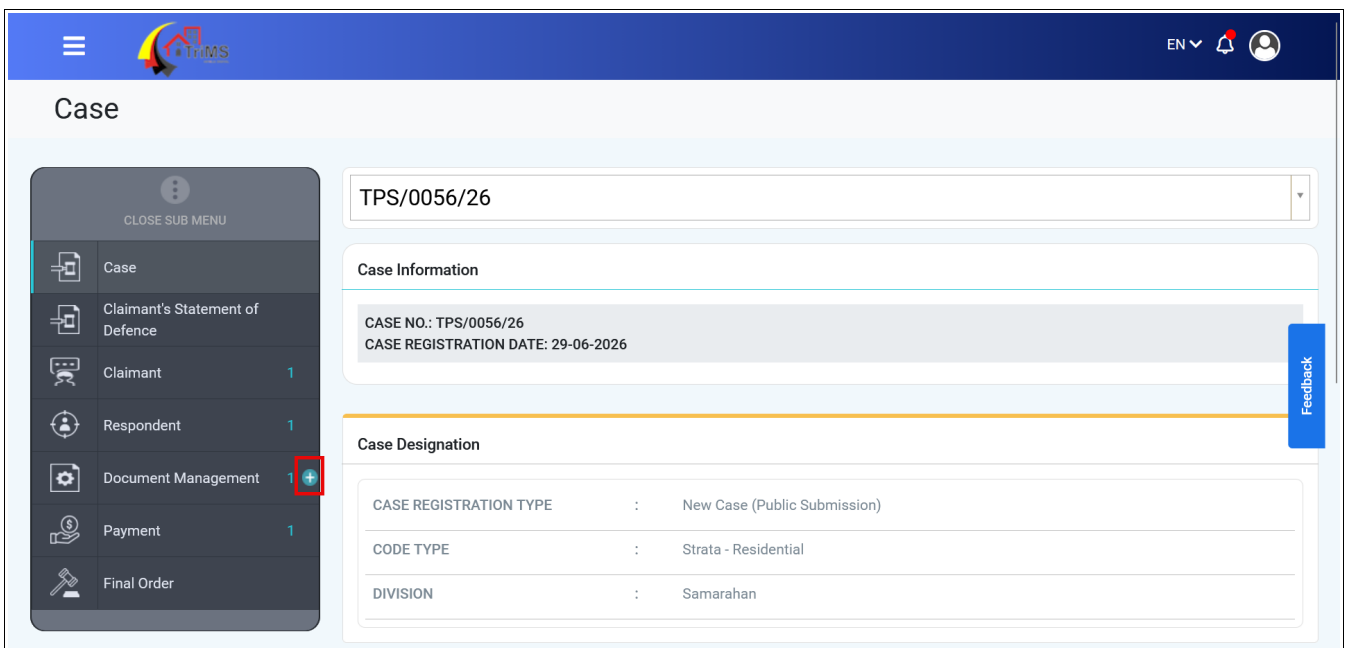
MY CASES

|   | CASE NO.                                                                   | CLAIMANT                             | RESPONDENT                   | CREATED ON             | ACTION |
|---|----------------------------------------------------------------------------|--------------------------------------|------------------------------|------------------------|--------|
| 1 | <a href="#">TPS/0056/26<br/>(REF/TPS/0141/26)<br/>Strata - Residential</a> | Idris Ismail                         | UMW SDN BHD                  | 29-06-2026 10:06:19 AM |        |
| 2 | <a href="#">TPS/0054/26<br/>(REF/TPS/0138/26)<br/>Strata - Residential</a> | Idris Ismail                         | UMW SDN BHD<br>222           | 26-06-2026 03:21:22 PM |        |
| 3 | <a href="#">TPS/0055/26<br/>(REF/TPS/0137/26)<br/>Strata - Residential</a> | Idris Ismail<br>Tapir Lane Sdn. Bhd. | DEVELOPER12<br>Jon Anak Juti | 26-06-2026 03:18:04 PM |        |

Feedback

Figure : 96

- Click on the **Add** icon in the Document Management module to add the required relevant document.



Case

TPS/0056/26

Case Information

CASE NO.: TPS/0056/26  
CASE REGISTRATION DATE: 29-06-2026

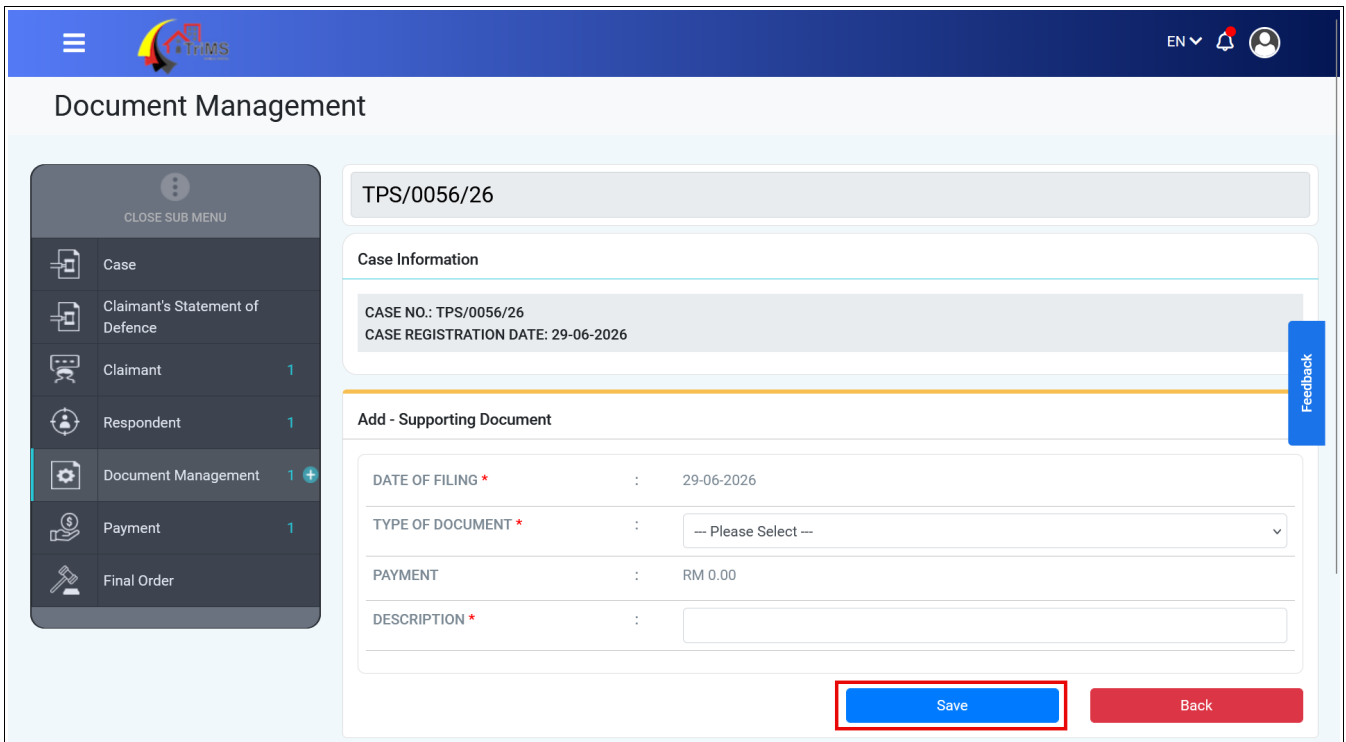
Case Designation

CASE REGISTRATION TYPE : New Case (Public Submission)  
CODE TYPE : Strata - Residential  
DIVISION : Samarahan

Feedback

Figure : 97

- Click on the drop-down field and select the required document type.



Document Management

TPS/0056/26

Case Information

CASE NO.: TPS/0056/26  
CASE REGISTRATION DATE: 29-06-2026

Add - Supporting Document

DATE OF FILING \* : 29-06-2026

TYPE OF DOCUMENT \* : --- Please Select ---

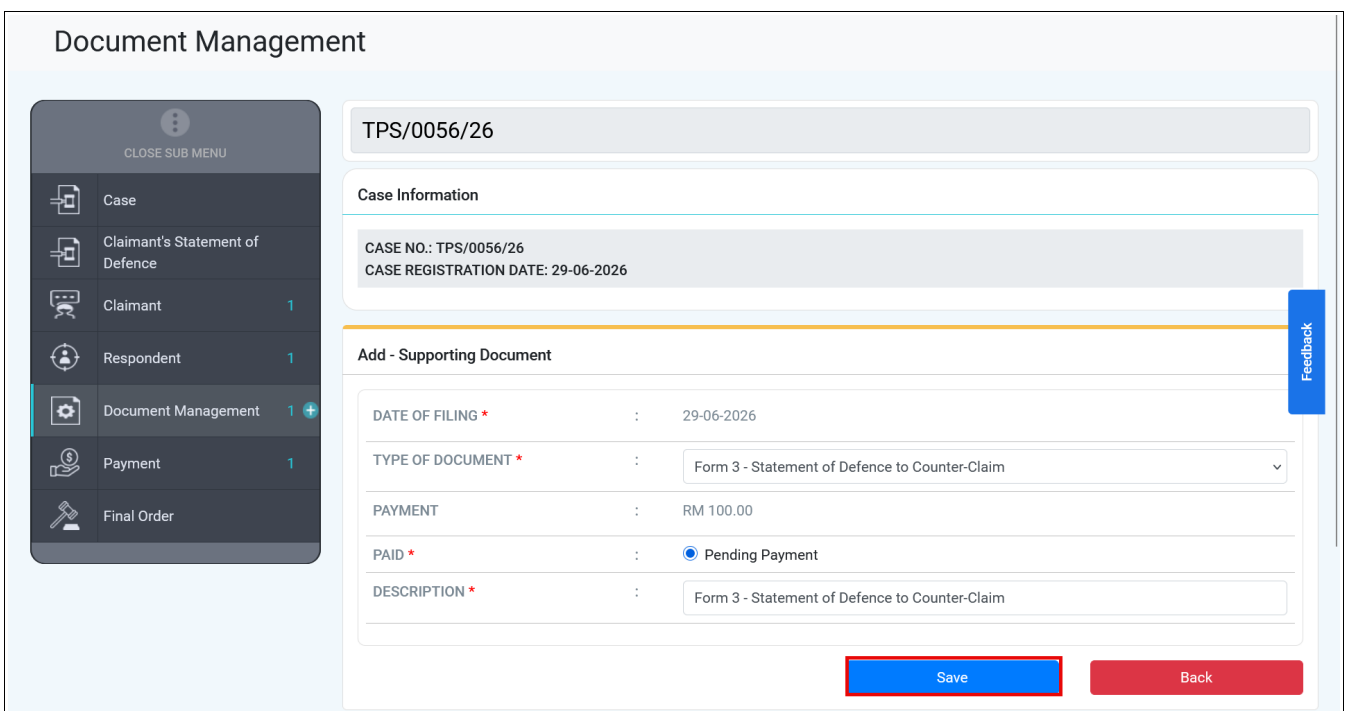
PAYMENT : RM 0.00

DESCRIPTION \* :

Save Back

Figure : 98

- Click on the **Save** button to proceed next step.



Document Management

TPS/0056/26

Case Information

CASE NO.: TPS/0056/26  
CASE REGISTRATION DATE: 29-06-2026

Add - Supporting Document

DATE OF FILING \* : 29-06-2026

TYPE OF DOCUMENT \* : Form 3 - Statement of Defence to Counter-Claim

PAYMENT : RM 100.00

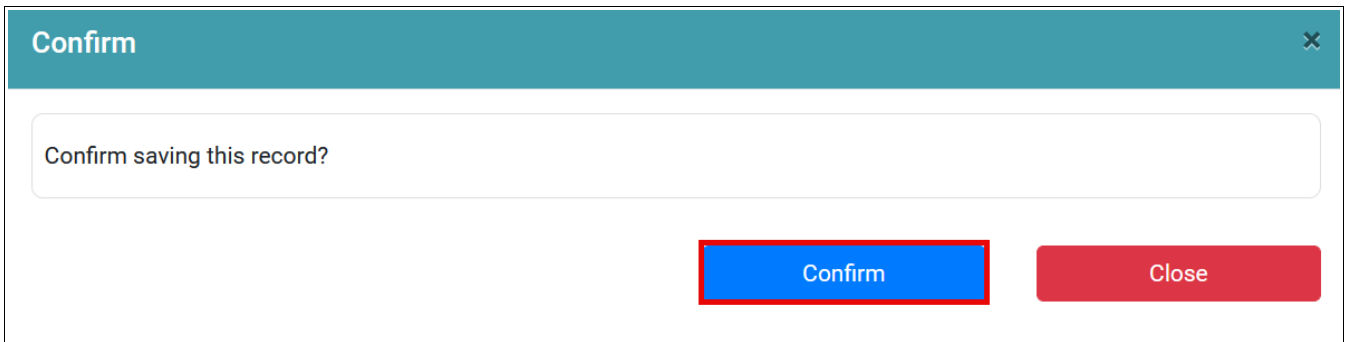
PAID \* : ☒ Pending Payment

DESCRIPTION \* : Form 3 - Statement of Defence to Counter-Claim

Save Back

Figure : 99

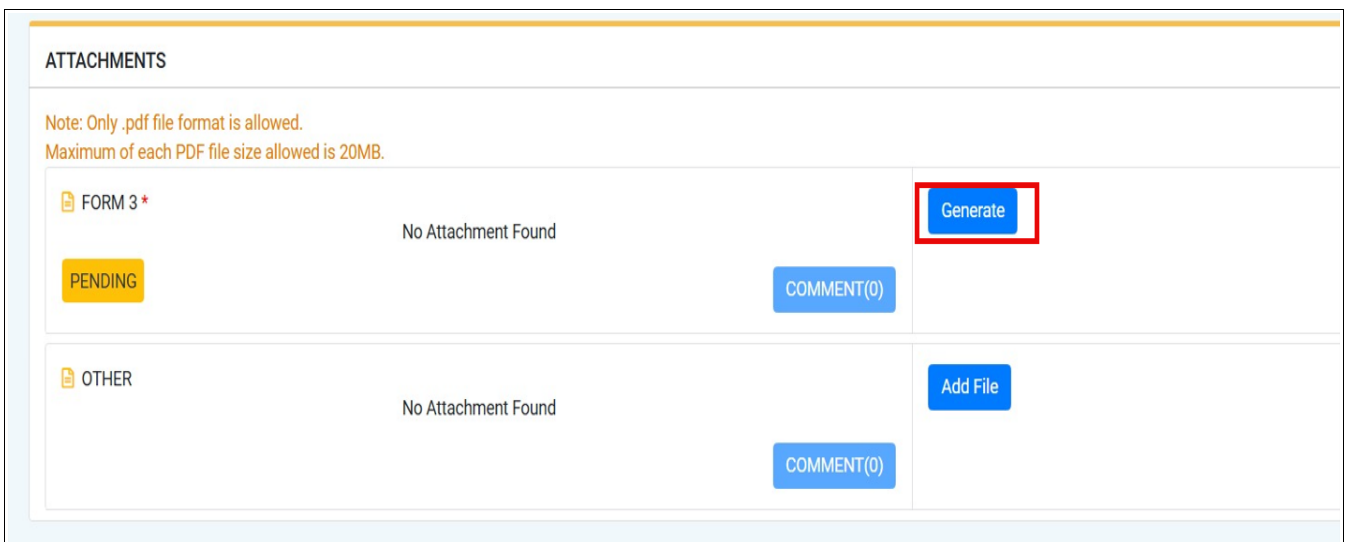
7. Click on the **Confirm** button to save the document.



A modal dialog box titled "Confirm" with a close button (X) in the top right corner. The main content area contains the text "Confirm saving this record?". At the bottom right, there are two buttons: a blue "Confirm" button and a red "Close" button. The "Confirm" button is highlighted with a red border.

Figure : 100

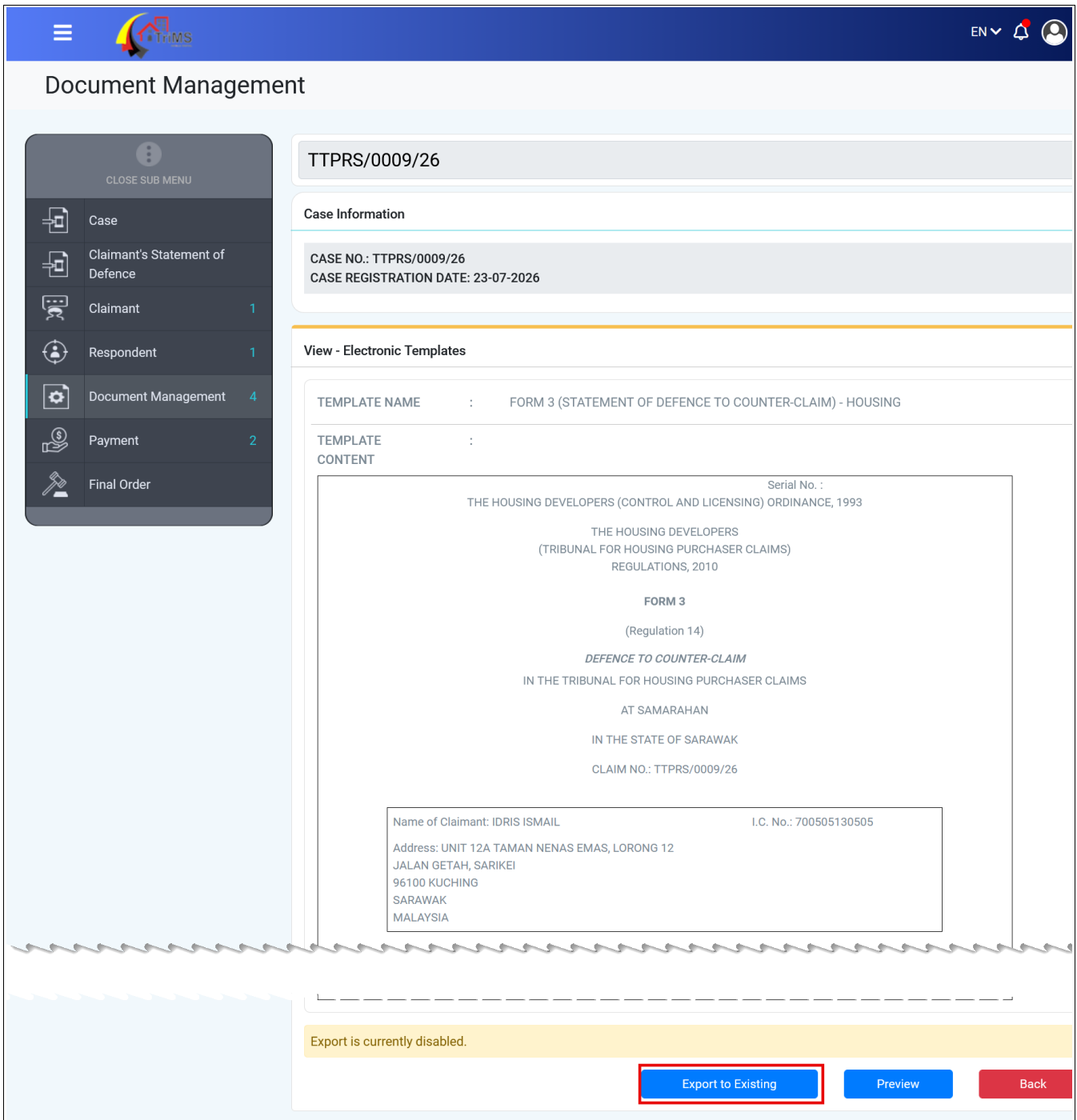
8. Upload the relevant document by click on the **Generate** button.



A section titled "ATTACHMENTS" with a yellow header bar. Below the header, there is a note: "Note: Only .pdf file format is allowed. Maximum of each PDF file size allowed is 20MB." The section contains two rows of attachments. The first row is for "FORM 3\*" and the second row is for "OTHER". Both rows show "No Attachment Found". In the first row, there is a yellow "PENDING" button, a blue "COMMENT(0)" button, and a blue "Generate" button (highlighted with a red border). In the second row, there is a blue "Add File" button and a blue "COMMENT(0)" button.

Figure : 101

9. Click on the **Export to Existing** to proceed next step.



**Document Management**

TTPRS/0009/26

**Case Information**

CASE NO.: TTPRS/0009/26  
CASE REGISTRATION DATE: 23-07-2026

**View - Electronic Templates**

TEMPLATE NAME : FORM 3 (STATEMENT OF DEFENCE TO COUNTER-CLAIM) - HOUSING

TEMPLATE CONTENT :

Serial No. :  
THE HOUSING DEVELOPERS (CONTROL AND LICENSING) ORDINANCE, 1993

THE HOUSING DEVELOPERS  
(TRIBUNAL FOR HOUSING PURCHASER CLAIMS)  
REGULATIONS, 2010

**FORM 3**  
(Regulation 14)  
**DEFENCE TO COUNTER-CLAIM**  
IN THE TRIBUNAL FOR HOUSING PURCHASER CLAIMS  
AT SAMARAHAN  
IN THE STATE OF SARAWAK  
CLAIM NO.: TTPRS/0009/26

Name of Claimant: IDRIS ISMAIL I.C. No.: 700505130505  
Address: UNIT 12A TAMAN NENAS EMAS, LORONG 12  
JALAN GETAH, SARIKEI  
96100 KUCHING  
SARAWAK  
MALAYSIA

Export is currently disabled.

**Export to Existing** Preview Back

Figure : 102

10. Click on the **Export** button to confirm.

Export to Existing - Supporting Document

EXPORT TO \*

:

--- Please Select ---

▼

SUPPORTING FILE \*

:

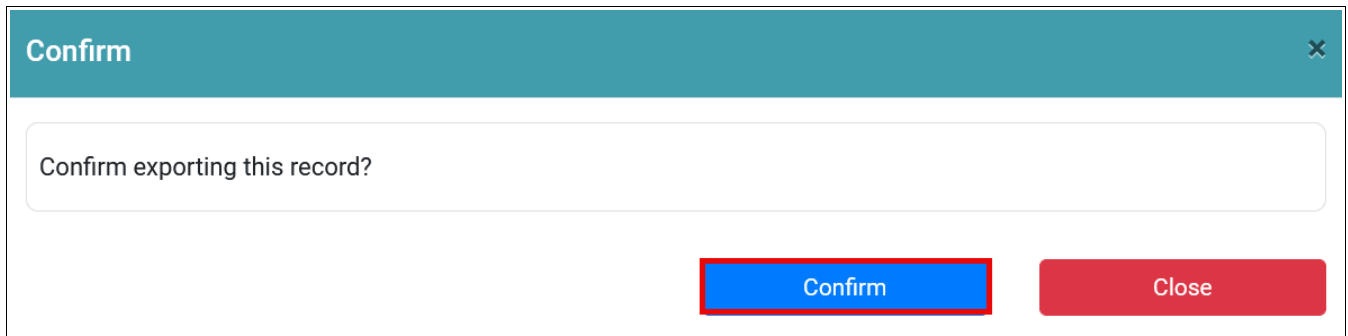
▼

Export

Close

Figure : 103

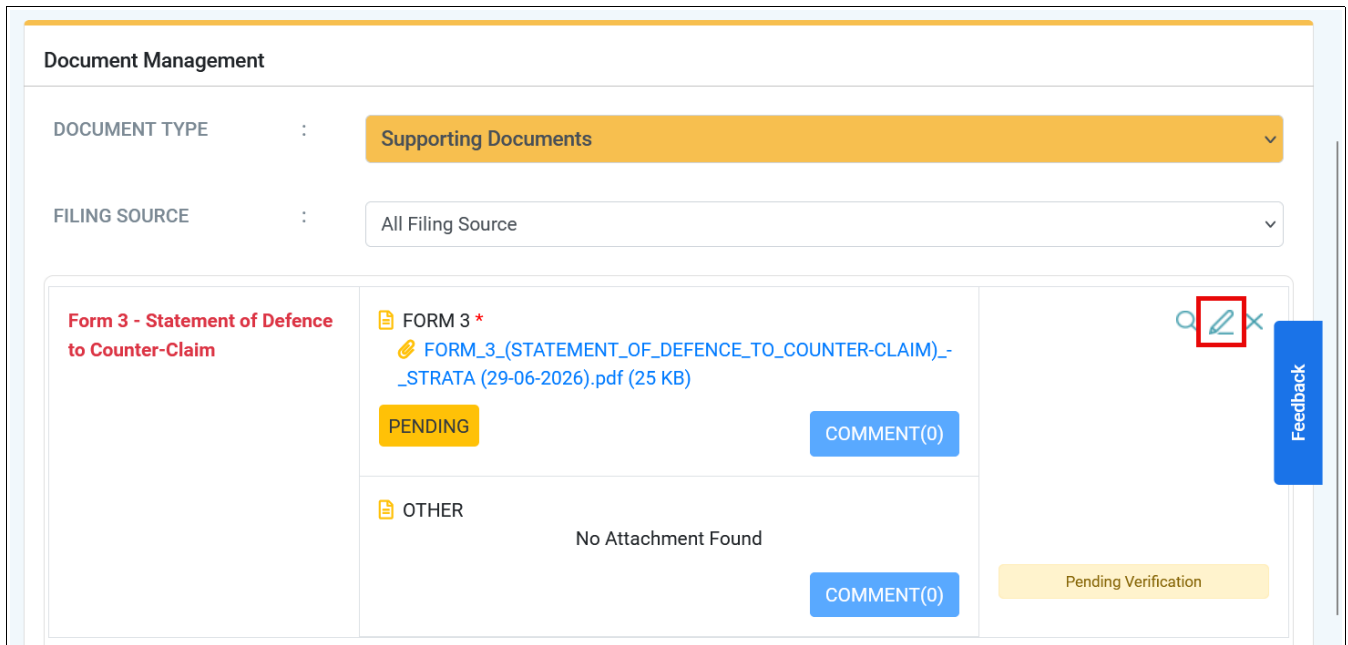
11. Click on the **Confirm** button to proceed next step.



A modal dialog box titled "Confirm" with a close button (X) in the top right corner. The main text inside the dialog asks "Confirm exporting this record?". At the bottom right, there are two buttons: a blue "Confirm" button and a red "Close" button.

Figure : 104

12. Click on the **Edit** icon to proceed verification.



The "Document Management" interface shows a list of documents. The "DOCUMENT TYPE" is set to "Supporting Documents" and the "FILING SOURCE" is "All Filing Source". The document list includes:

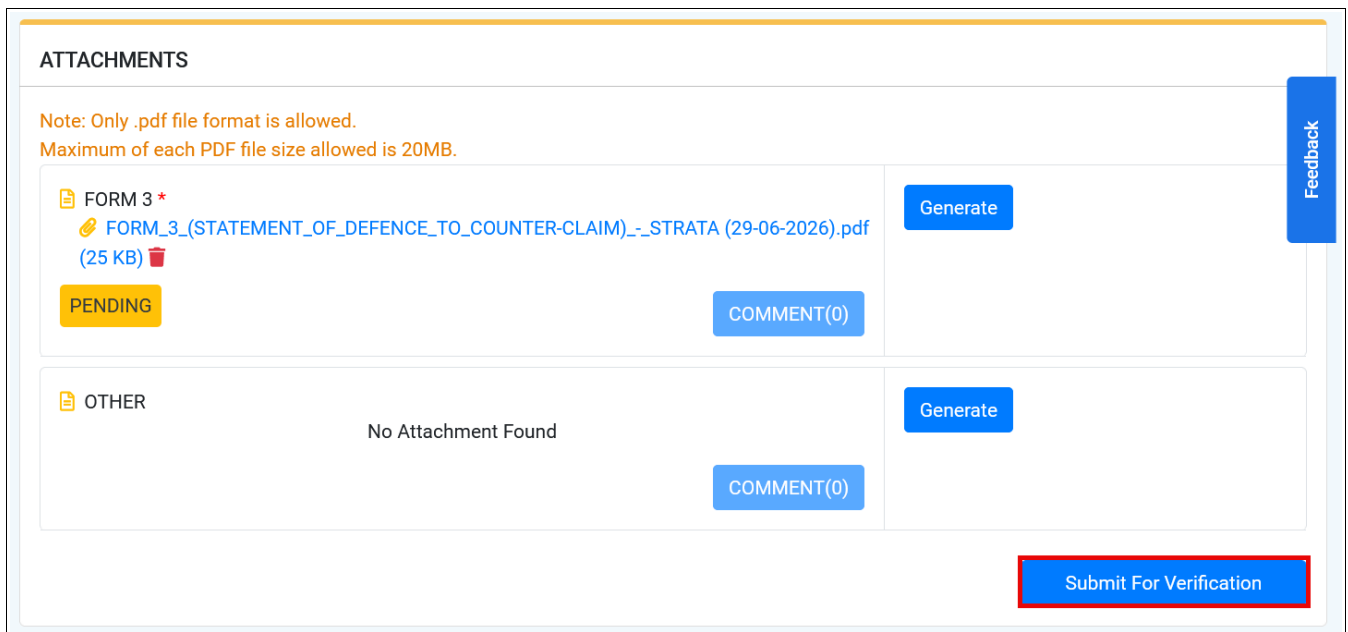
| Document Type                                  | Filing Source     | Document Name                                                                                | Status  | Comments   |
|------------------------------------------------|-------------------|----------------------------------------------------------------------------------------------|---------|------------|
| Form 3 - Statement of Defence to Counter-Claim | All Filing Source | FORM 3 *<br>FORM_3_(STATEMENT_OF_DEFENCE_TO_COUNTER-CLAIM)_-_STRATA (29-06-2026).pdf (25 KB) | PENDING | COMMENT(0) |
|                                                |                   | OTHER<br>No Attachment Found                                                                 |         | COMMENT(0) |

At the top right of the document list, there is a search icon, an edit icon (pencil), and a close icon (X). The edit icon is highlighted with a red box. A vertical "Feedback" button is located on the right side of the interface. A yellow "Pending Verification" button is at the bottom right.

Figure : 105



13. Click on the **Submit For Verification** button to proceed.



ATTACHMENTS

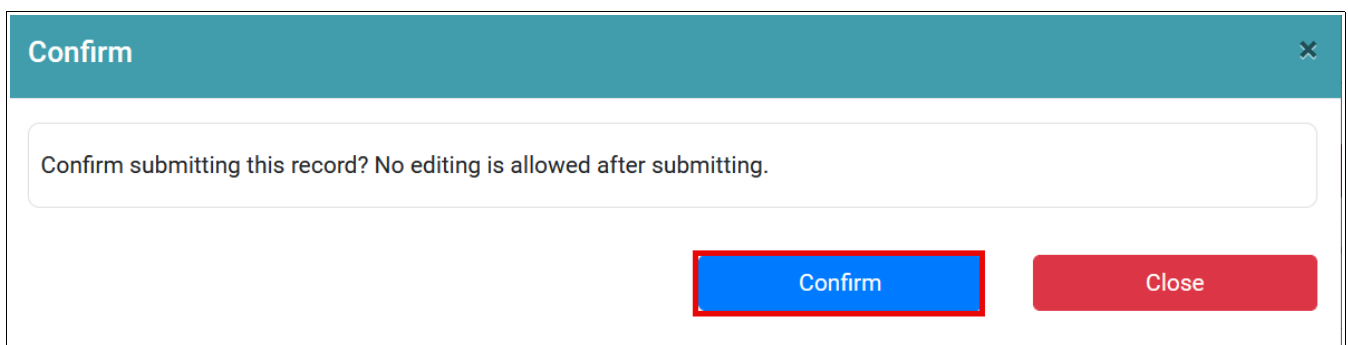
Note: Only .pdf file format is allowed.  
Maximum of each PDF file size allowed is 20MB.

| Attachment                                                                                                                                                                                                 | Generate | COMMENT(0) |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|------------|
| <b>FORM 3 *</b><br>FORM_3_(STATEMENT_OF_DEFENCE_TO_COUNTER-CLAIM)_-_STRATA (29-06-2026).pdf<br>(25 KB) <br><b>PENDING</b> | Generate | COMMENT(0) |
| <b>OTHER</b><br>No Attachment Found                                                                                                                                                                        | Generate | COMMENT(0) |

**Submit For Verification**

Figure : 106

14. Click on the **Confirm** button to submit for verification.



**Confirm** 

Confirm submitting this record? No editing is allowed after submitting.

**Confirm** **Close**

Figure : 107

15. Once the application already approved by the Tribunal Court Officer, At Personal Panel's Dashboard, click on the **Case Number** hyperlink to proceed next step.

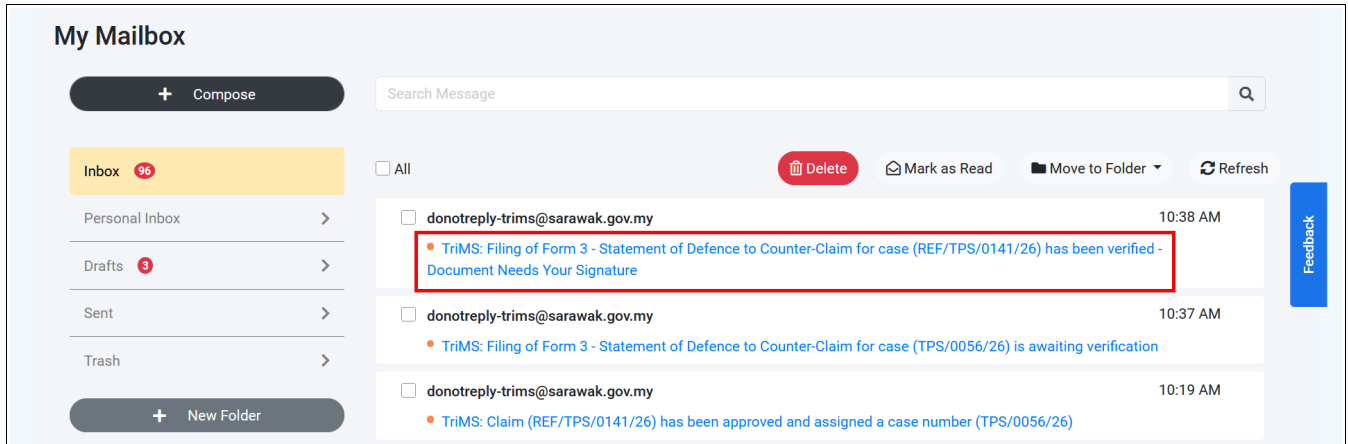


Figure : 108

16. Click on the **Click Here** hyperlink to proceed signing.

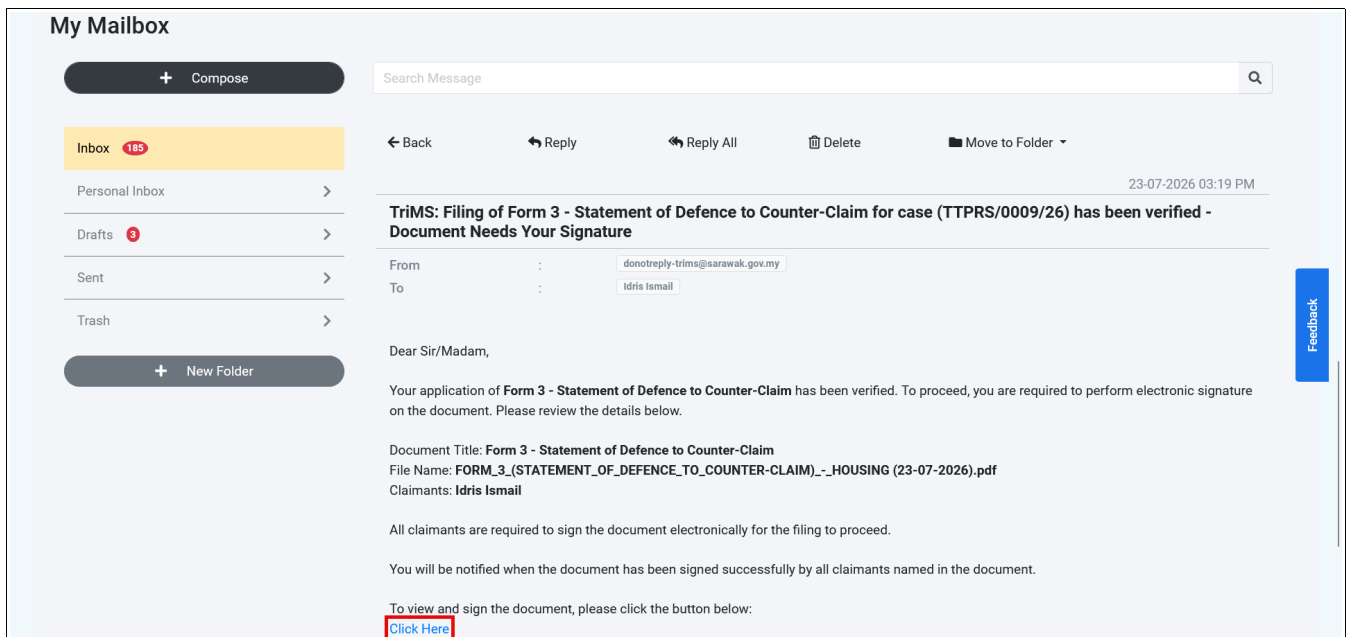
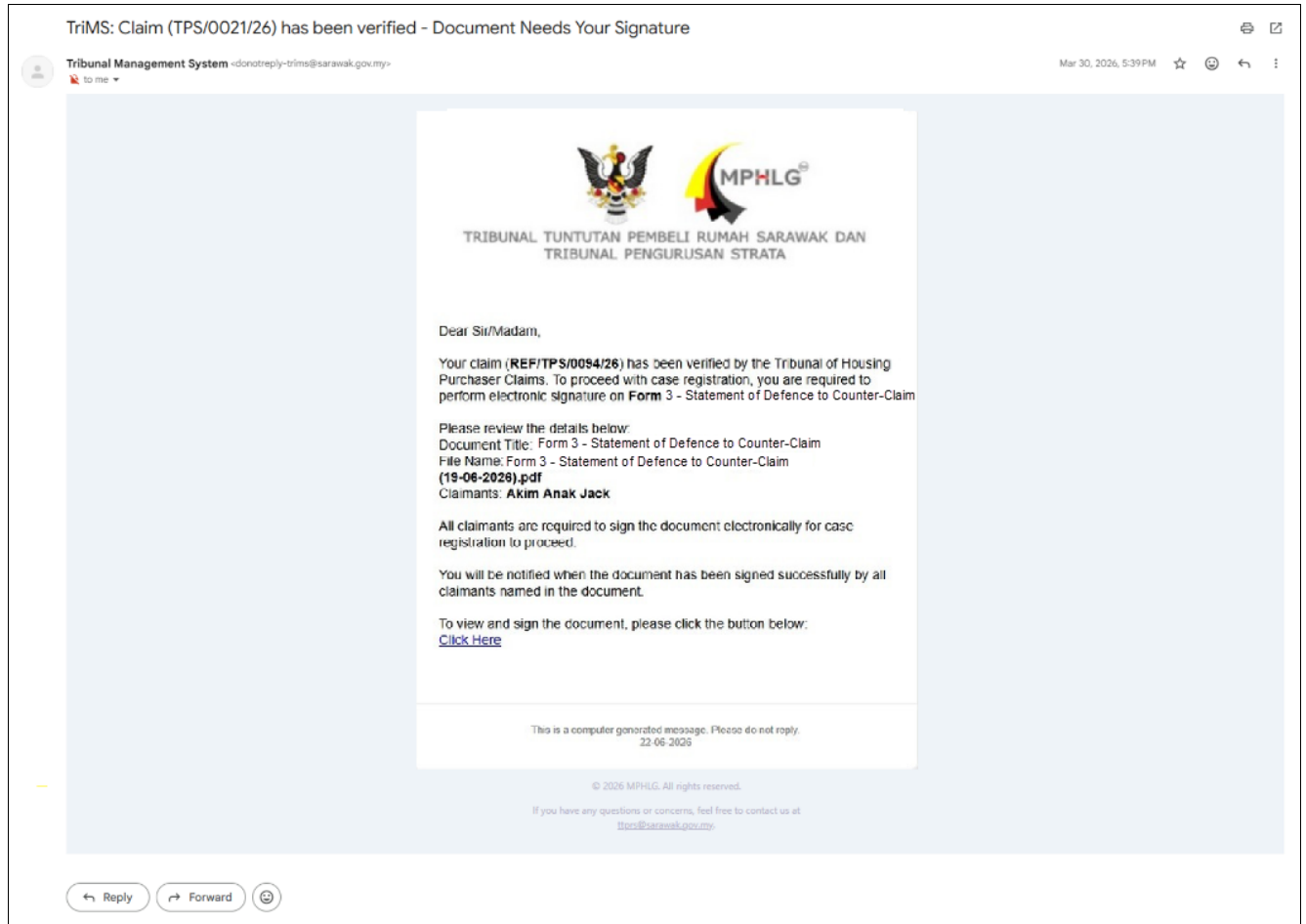


Figure : 109

## Notes:

- Users can also sign documents directly from any email application. When a signing link is opened outside the TriMS system, the user will be redirected to the signing page. An example of the email received is shown below.



17. Click on the **Sign** box to proceed signing.

Submit

1 of 3Automatic Zoom

Serial No. :  
STRATA MANAGEMENT ORDINANCE, 2019  
STRATA MANAGEMENT (STRATA MANAGEMENT TRIBUNAL) REGULATIONS, 2024  
FORM 3  
(Regulation 14)  
DEFENCE TO COUNTER CLAIM  
IN THE STRATA MANAGEMENT TRIBUNAL  
AT SAMARAHAN  
IN SARAWAK  
CLAIM NO.: TPS/0056/26

|                                               |              |
|-----------------------------------------------|--------------|
| Name of claimant:                             | IDRIS ISMAIL |
| NRIC No. / Company No.<br>/ Registration No.: | 700505130505 |

29-06-2026

Date

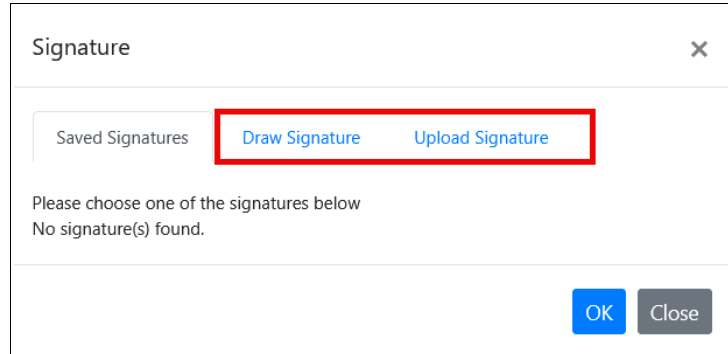


Signature/Right thumb-print and full name  
(if an individual)/full name of the  
authorized person, designation and official  
stamp/common seal (if a company or body  
corporate))

Figure : 110

## Notes:

- User can **Draw Signature** or **Upload Signature** by click on the tab as below.



A dialog box titled "Signature" with a close button (X) in the top right corner. It contains two tabs: "Saved Signatures" and "Draw Signature". The "Draw Signature" tab is selected and highlighted with a red border. Below the tabs, there is a text area with the message "Please choose one of the signatures below" and "No signature(s) found." At the bottom right, there are two buttons: "OK" (blue) and "Close" (grey).

18. After successfully signed the form, proceed to click on the **Submit** button.



A screenshot of a web application interface showing a form titled "FORM 3 (Regulation 14) DEFENCE TO COUNTER CLAIM IN THE STRATA MANAGEMENT TRIBUNAL AT SAMARAHAN IN SARAWAK". The form is displayed in a browser window with a toolbar at the top. The toolbar includes a search icon, a zoom slider, and a "Submit" button highlighted with a red border. The form content is centered and includes the following text:

Serial No. :  
STRATA MANAGEMENT ORDINANCE, 2019  
STRATA MANAGEMENT (STRATA MANAGEMENT TRIBUNAL) REGULATIONS, 2024  
FORM 3  
(Regulation 14)  
DEFENCE TO COUNTER CLAIM  
IN THE STRATA MANAGEMENT TRIBUNAL  
AT SAMARAHAN  
IN SARAWAK  
CLAIM NO.: TPS/0056/26

Figure : 111

19. At Personal Panel's Dashboard, click on the **Case number** hyperlink to proceed payment.

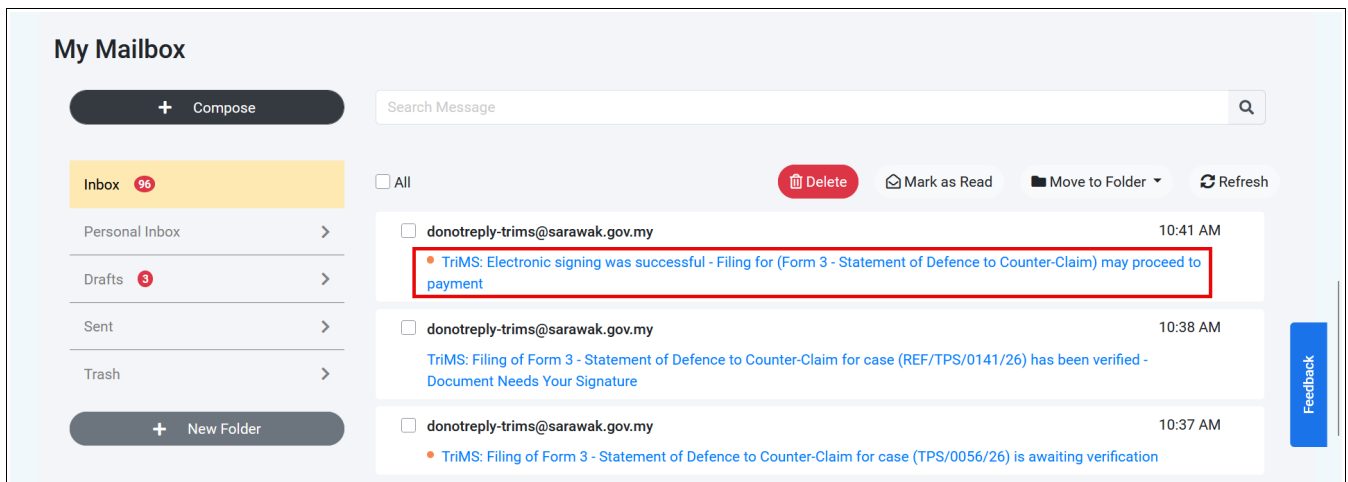


Figure : 112

20. Click on the **Click Here** hyperlink as shown as below.

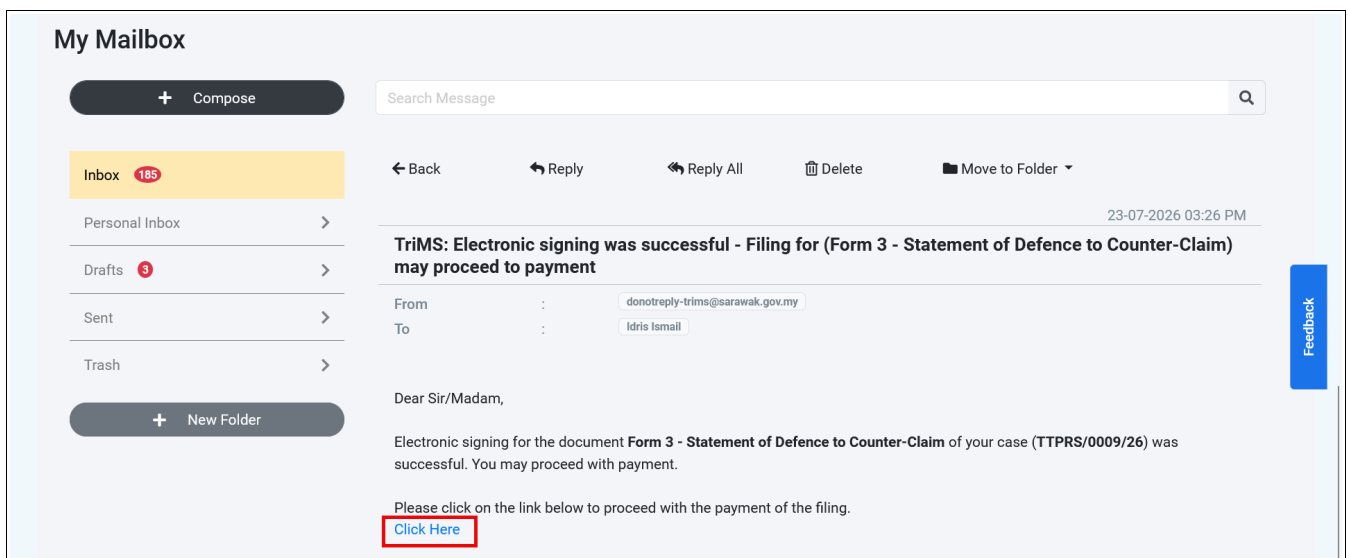
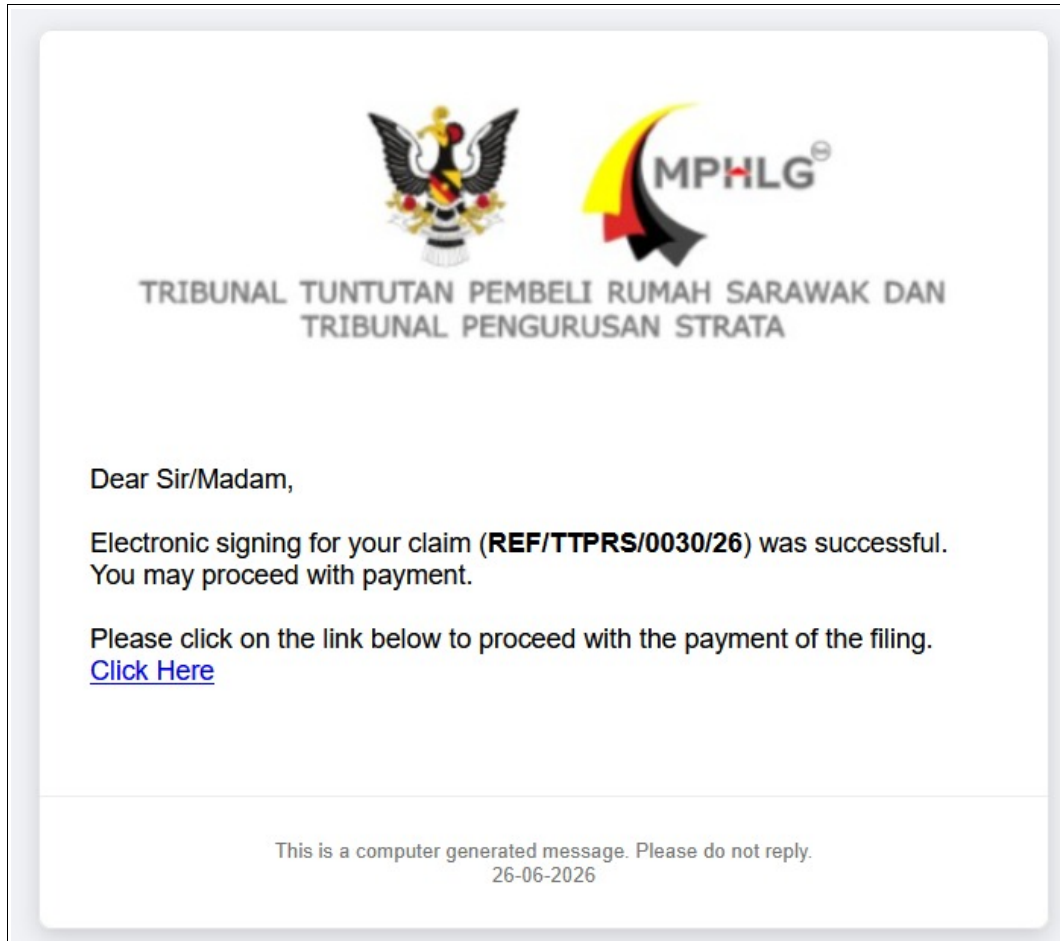


Figure : 113

**Notes:**

- Users can make payments by clicking the payment link in the email received through any email application. If the link is accessed outside the TriMS's Mailbox, the user will be redirected to the payment page. An example of the email is shown below.



21. Click on the **Pay Now** button to proceed.

### ATTACHMENTS

Note: Only .pdf file format is allowed.  
Maximum of each PDF file size allowed is 20MB.

FORM 3 \*

FORM\_3\_(STATEMENT\_OF\_DEFENCE\_TO\_COUNTER-CLAIM)\_-\_STRATA (29-06-2026).pdf  
(36 KB)

VERIFIED

COMMENT(0)

OTHER

No Attachment Found

COMMENT(0)

Pay Now

Feedback

Figure : 114

22. Click on the **Pay Now** button to do online payment.

EN

### Your Transaction Detail

| No.          | Case No.      | Case Reference No. | Name of Document                  | Amount (RM) |
|--------------|---------------|--------------------|-----------------------------------|-------------|
| 1            | TTPRS/0009/26 | REF/TTPRS/0113/26  | Form 3 - Defence to Counter-Claim | 50.00       |
| Total Amount |               |                    |                                   | 50.00       |

Pay Now

Back

Feedback

Figure : 115



23. Click on the **Confirm** button to proceed.

Confirm

×

You are about to do online payment. The payment status will change accordingly after this.  
Proceed to do online payment now?

Confirm

Close

Figure : 116

24. Choose the *Payment Method* to proceed payment.

Payment Confirmation

| Bill Type                                   | Reference No.      | Total Amount |
|---------------------------------------------|--------------------|--------------|
| 1 SG: Sarawak State Government Bill (T.304) | kxBcXvvwGY         | 100.00       |
|                                             | Total (RM)         | 100.00       |
| You have 1 bill(s) to pay                   | Total Payable (RM) | 100.00       |

Please proceed to payment within 5 minutes or cart item will be cancelled.

Choose a Payment Method

You are encouraged to use Sarawak Government eWallet - **S PAY GLOBAL** (formerly as **SARAWAK PAY**) to enjoy Cash Rebate.

S PAY GLOBAL

Credit/Debit Cards

Online Banking

Figure : 117

25. Click on the **Back to Application** button to view the filing.

Payment Successful

Payment Date

26 November 2025 10:57 AM

Reference No.

UJ25BQD10100080

Total Amount Paid (RM)

100.00

Thank you for using our service. Your payment of RM100.00 has been received. Your account will be updated within ONE(1) day.

Back to Application

Print Receipt

Figure : 118

### 3.1.5. Secondary Filing Status

Secondary Filing Status provides an expanded view of the underlying processes associated with each submission.

1. After successfully logging in, click on the **Menu** icon to open the module.

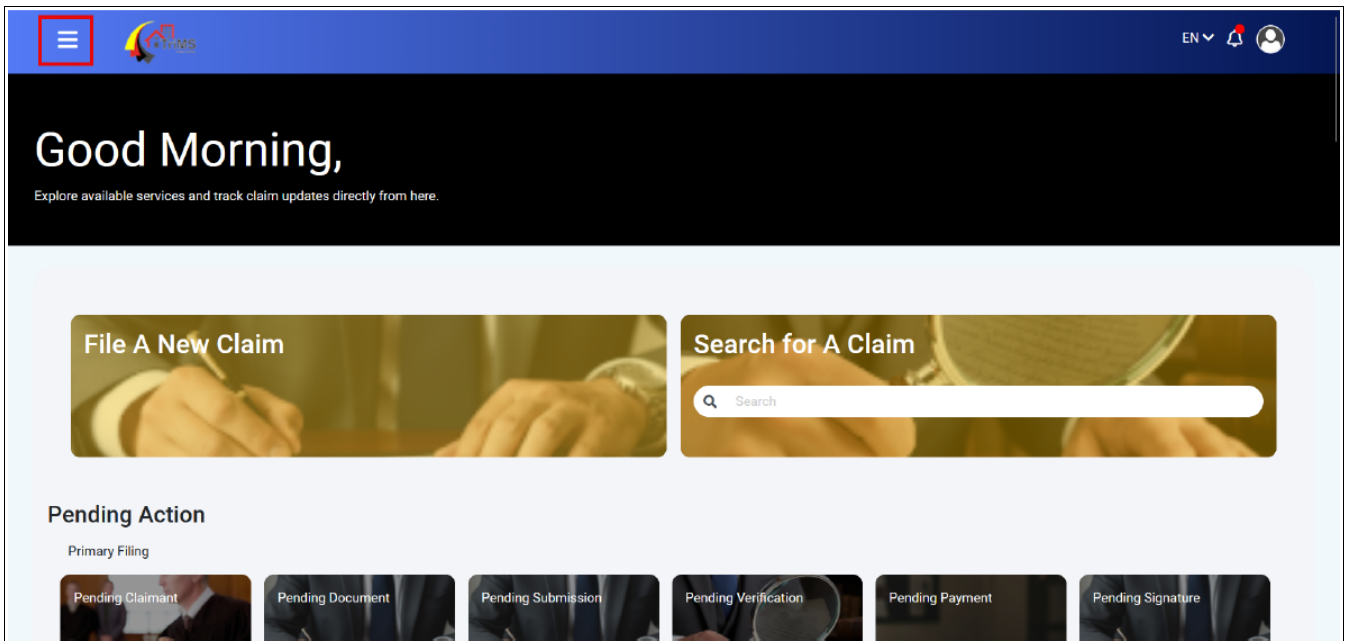
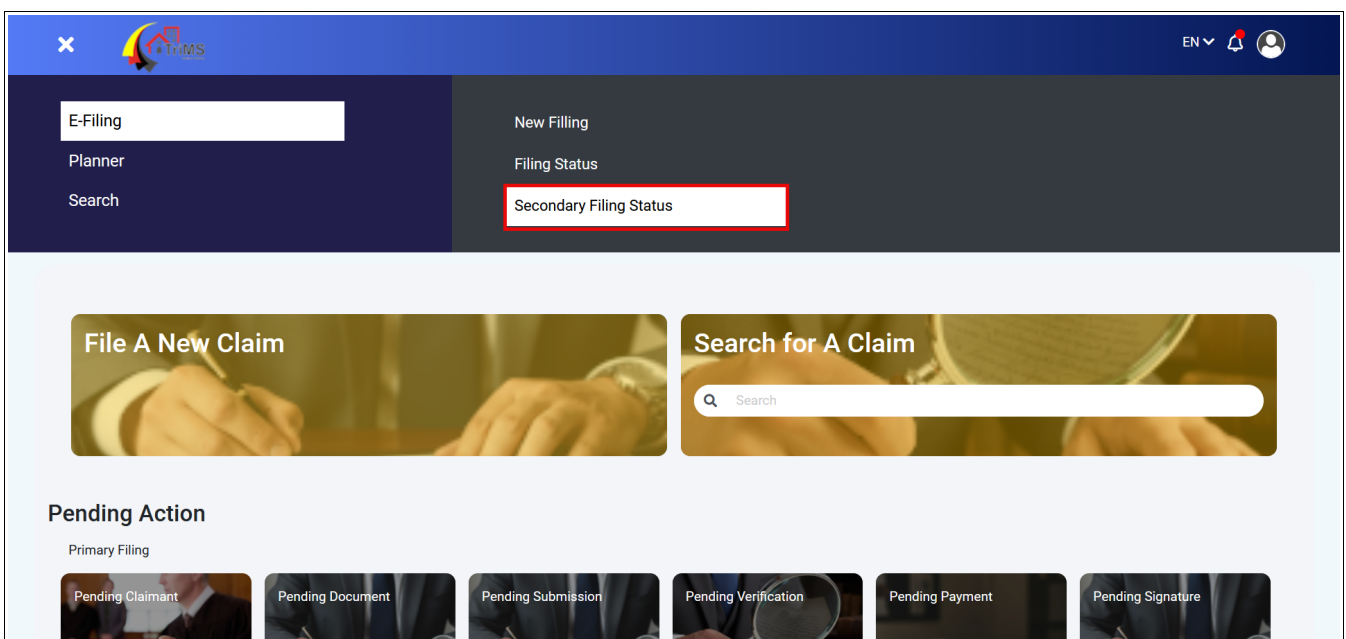
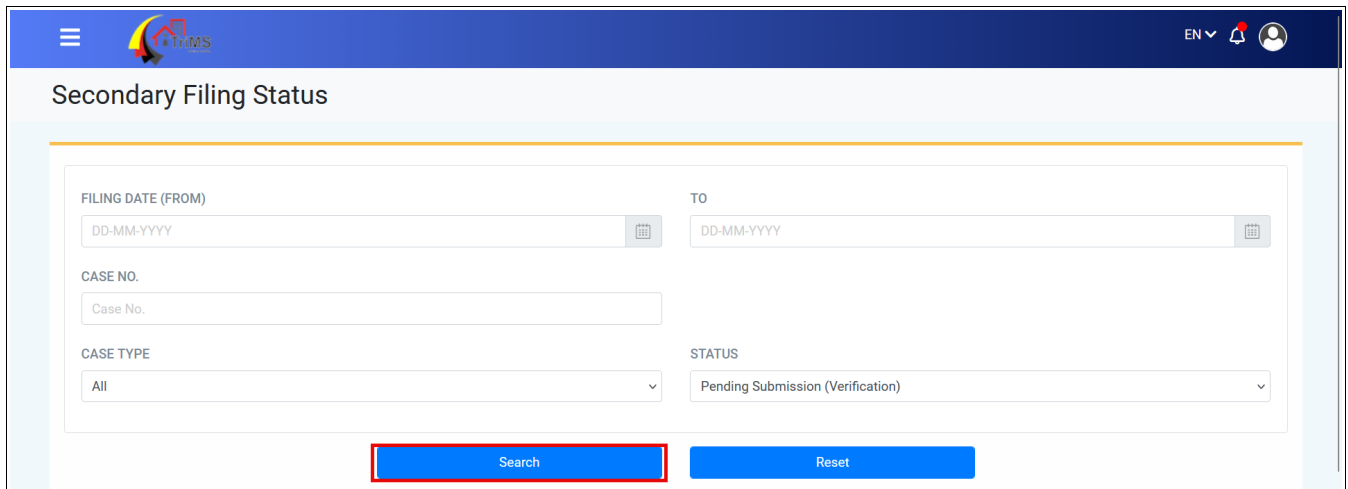


Figure : 119

2. Hover over the *E-Filing* menu and click on the **Secondary Filing Status** button to proceed.



- Enter the criteria to search, then click on the **Search** button to proceed.



**Secondary Filing Status**

FILING DATE (FROM)  TO

CASE NO.

CASE TYPE  STATUS

**Search** **Reset**

Figure : 120

- The search result will shown as below.

| NO. | DATE OF FILING<br>↑ | CASE NO.    | NAME OF DOCUMENT ↑                                                                                                | ATTACHMENT(S)                                              | AMOUNT | CREATED<br>BY |
|-----|---------------------|-------------|-------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|--------|---------------|
| 1   | 24-11-2025          | TPS/0101/25 | Form 3 - Statement of Defence to Counter-Claim<br>(Form 3 - Statement of Defence to Counter-Claim (24-11-2025))   |                                                            | 150.00 |               |
| 2   | 24-11-2025          | TPS/0101/25 | Letter of Acknowledgement<br>(Letter of Acknowledgement (24-11-2025))                                             | FORM_1_(COVER_LETTER)_-_STRATA<br>(24-11-2025).pdf (61 KB) | -      |               |
| 3   | 25-11-2025          | TPS/0118/25 | Form 2 - Statement of Defence and Counter-Claim<br>(Form 2 - Statement of Defence and Counter-Claim (25-11-2025)) |                                                            | 200.00 |               |

Figure : 121

## 3.2. Planner

### 3.2.1. Planner Dashboard

The Dashboard serves as a convenient control panel for Personal Panel users, providing an organized overview of all relevant activities within the system. It includes modules for task tracking, submission monitoring, performance indicators, and workflow management.

1. To navigate back to the Dashboard, hover over the *Planner* menu and click on the **Dashboard** button.

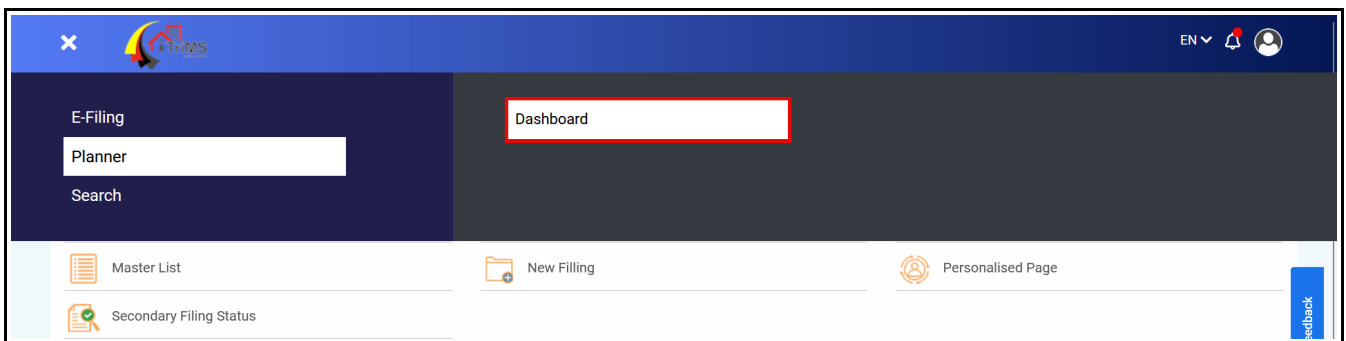
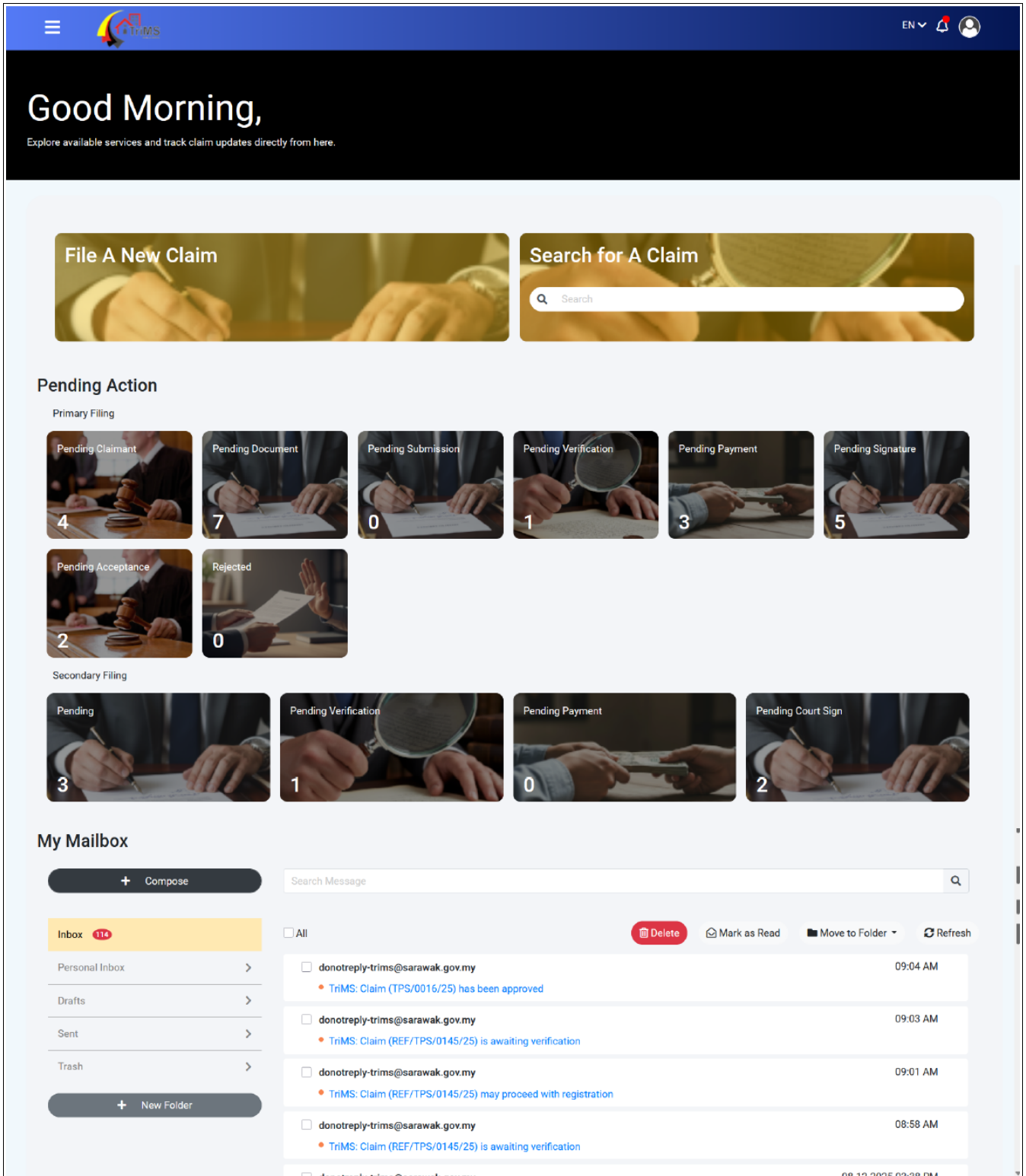


Figure : 122

2. The Dashboard will displayed as below.



The dashboard interface for the Tribunal Management System (TriMS) e-Filing System Version 1.0. It features a blue header with the TriMS logo and user profile. The main content area is divided into several sections:

- Good Morning, [User Name]**: A greeting banner with the text "Explore available services and track claim updates directly from here."
- File A New Claim**: A prominent button for initiating a new claim.
- Search for A Claim**: A search bar with a magnifying glass icon and the placeholder text "Search".
- Pending Action**: A section displaying various claim statuses with corresponding counts:
  - Primary Filing:
    - Pending Claimant: 4
    - Pending Document: 7
    - Pending Submission: 0
    - Pending Verification: 1
    - Pending Payment: 3
    - Pending Signature: 5
    - Pending Acceptance: 2
    - Rejected: 0
  - Secondary Filing:
    - Pending: 3
    - Pending Verification: 1
    - Pending Payment: 0
    - Pending Court Sign: 2
- My Mailbox**: A section for managing emails, including a "Compose" button, a search bar, and a list of incoming messages from donotreply-trims@sarawak.gov.my. The messages include status updates such as "TriMS: Claim (TPS/0016/25) has been approved" and "TriMS: Claim (REF/TPS/0145/25) is awaiting verification".

Figure : 123

### 3.3. Search

#### 3.3.1. Interactive Query

Public members can search for a case using the Interactive Query module.

1. After successfully logging in, click on the **Menu** icon to open the module.

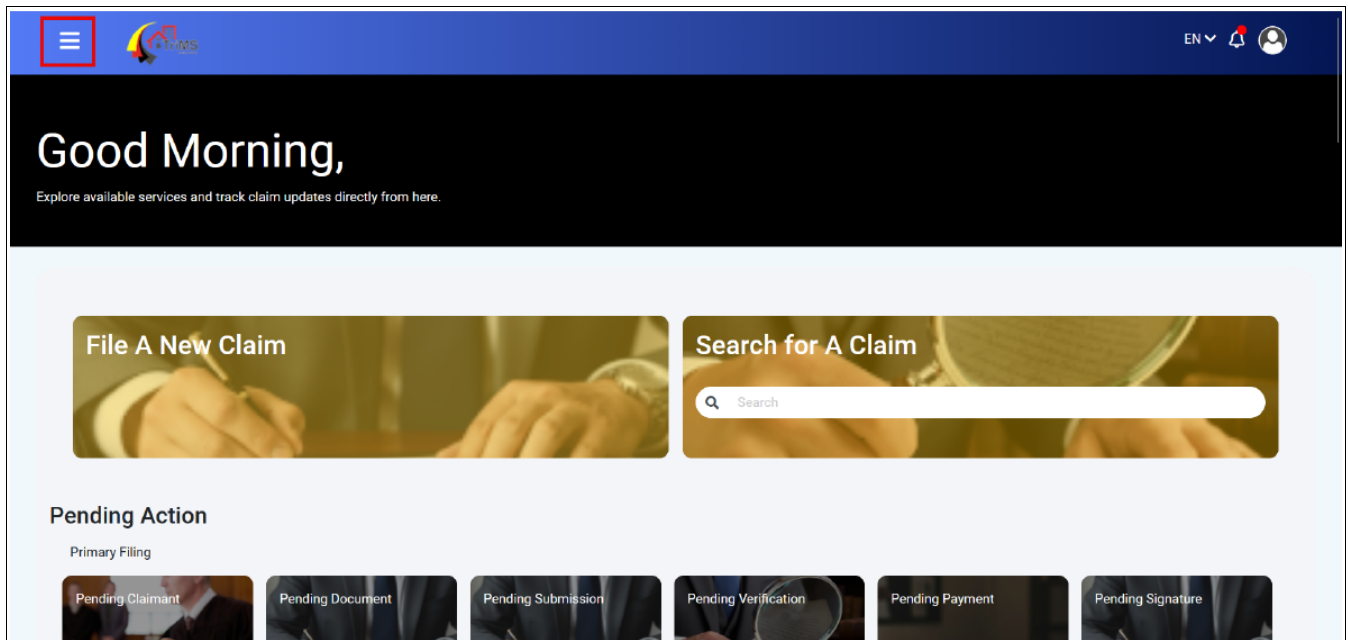


Figure : 124

2. Hover over the Search and click on the **Interactive Query** button to proceed.

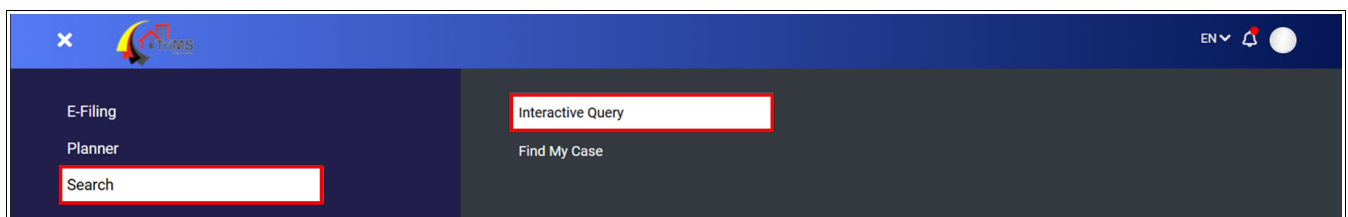
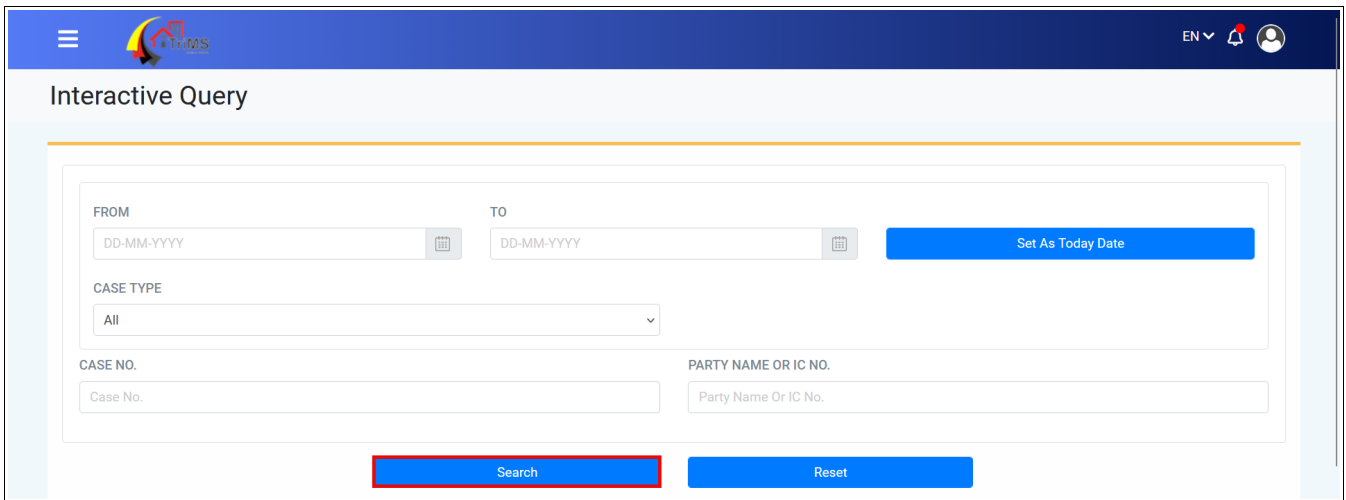


Figure : 125

3. Enter the criteria to search, then click on the **Search** button to proceed.



Interactive Query

FROM DD-MM-YYYY TO DD-MM-YYYY [Set As Today Date](#)

CASE TYPE All

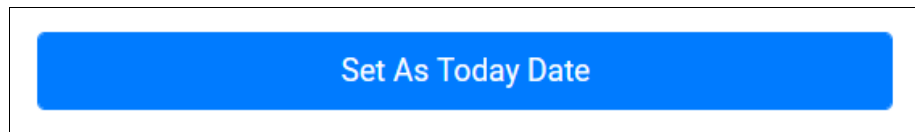
CASE NO. Case No. PARTY NAME OR IC NO. Party Name Or IC No.

[Search](#) [Reset](#)

Figure : 126

### Notes:

- The user can set the date to the current date by click on the **Set As Today Date** button.



4. The search result will shown as below.

| <div>PDF Preview</div> <div>Export to Excel</div> |                               |         |            |                   |                      |
|---------------------------------------------------|-------------------------------|---------|------------|-------------------|----------------------|
| NO.                                               | CASE NO.                      | CLAMAIN | RESPONDENT | DATE REGISTRATION | CASE TYPE            |
| 1                                                 | <a href="#">TPS/0016/25</a>   |         |            | 09-12-2025        | Strata - Residential |
| 2                                                 | <a href="#">TPS/0015/25</a>   |         |            | 08-12-2025        | Strata - Residential |
| 3                                                 | <a href="#">TTPRS/0002/25</a> |         |            | 04-12-2025        | Housing              |
| 4                                                 | <a href="#">TPS/0005/25</a>   |         |            | 04-12-2025        | Strata - Commercial  |
| 5                                                 | <a href="#">TPS/0126/25</a>   |         |            | 02-12-2025        | Strata - Residential |
| 6                                                 | <a href="#">TPS/0118/25</a>   |         |            | 25-11-2025        | Strata - Commercial  |
| 7                                                 | <a href="#">TPS/0108/25</a>   |         |            | 24-11-2025        | Strata - Residential |
| 8                                                 | <a href="#">TPS/0106/25</a>   |         |            | 24-11-2025        | Strata - Residential |
| 9                                                 | <a href="#">TPS/0104/25</a>   |         |            | 24-11-2025        | Strata - Commercial  |
| 10                                                | <a href="#">TPS/0103/25</a>   |         |            | 24-11-2025        | Strata - Commercial  |
| 11                                                | <a href="#">TPS/0101/25</a>   |         |            | 24-11-2025        | Strata - Commercial  |
| 12                                                | <a href="#">TPS/0100/25</a>   |         |            | 24-11-2025        | Strata - Commercial  |
| 13                                                | <a href="#">TPS/0098/25</a>   |         |            | 24-11-2025        | Strata - Residential |

Figure : 127

**Notes:**

- The user can generate the results in a PDF preview or export them to Excel by click on the **PDF Preview** or **Export to Excel** button.

|                                                   |
|---------------------------------------------------|
| <div>PDF Preview</div> <div>Export to Excel</div> |
|---------------------------------------------------|



## 3.3.2. Find My Case

Find My Case allows users to view the status and details of court cases.

1. After successfully logging in, click on the **Menu** icon to open the module.

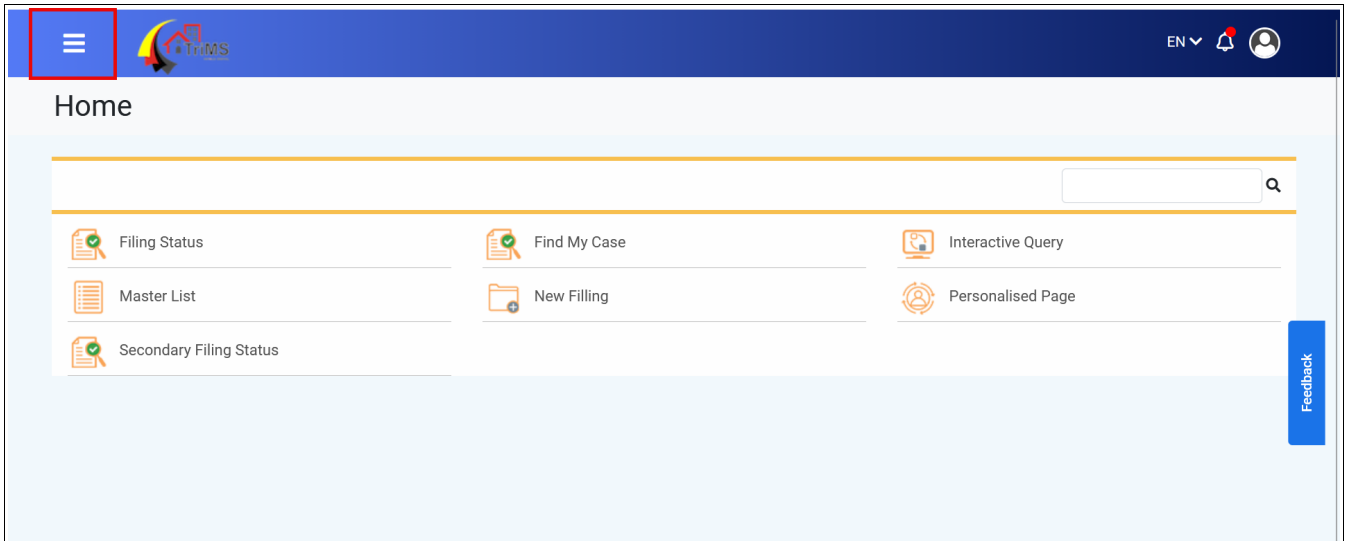


Figure : 128

2. Hover over the Search and click on the **Find My Case** button to proceed.

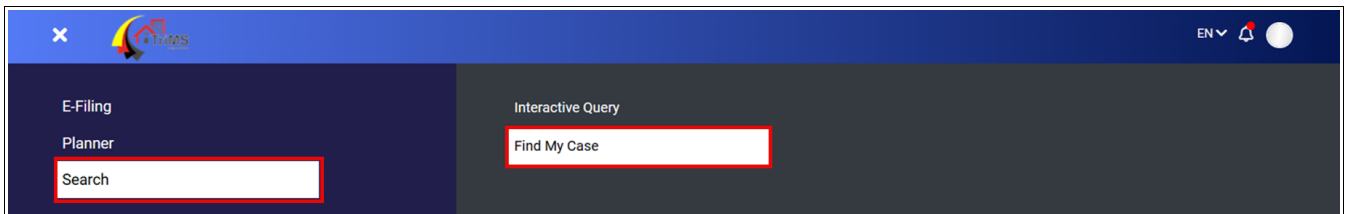


Figure : 129

- Click on the **Case No.** hyperlink to view the case details.




EN   

## Find My Case

SEARCH BY
☒ IC No. / Passport No.
☐ Case No.

### MY CASES

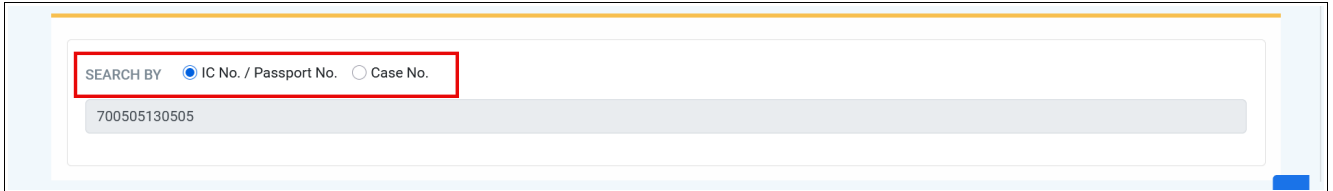
|   | CASE NO.                                                                                 | CLAIMANT                                             | RESPONDENT                   | CREATED ON             | ACTION                          |
|---|------------------------------------------------------------------------------------------|------------------------------------------------------|------------------------------|------------------------|---------------------------------|
| 1 | TPS/0055/26<br>(REF/TPS/0137/26)<br>Strata - Residential                                 | Idris Ismail<br>Tapir Lane Sdn. Bhd.                 | DEVELOPER12<br>Jon Anak Juti | 26-06-2026 03:18:04 PM | <a href="#">Grant Me Access</a> |
| 2 | <a href="#">TPS/0039/26</a><br><a href="#">(REF/TPS/0096/26)</a><br>Strata - Residential | Akim Anak Jack<br>Natania Passportuser<br>Claimant 3 | DEVELOPER06                  | 19-06-2026 04:53:21 PM |                                 |
| 3 | <a href="#">TPS/0038/26</a><br><a href="#">(REF/TPS/0095/26)</a>                         | Idris Ismail<br>Ryan Tan Yi Dong                     | DEVELOPER06<br>DEVELOPER06   | 19-06-2026 02:26:36 PM |                                 |

Feedback

Figure : 130

## Notes:

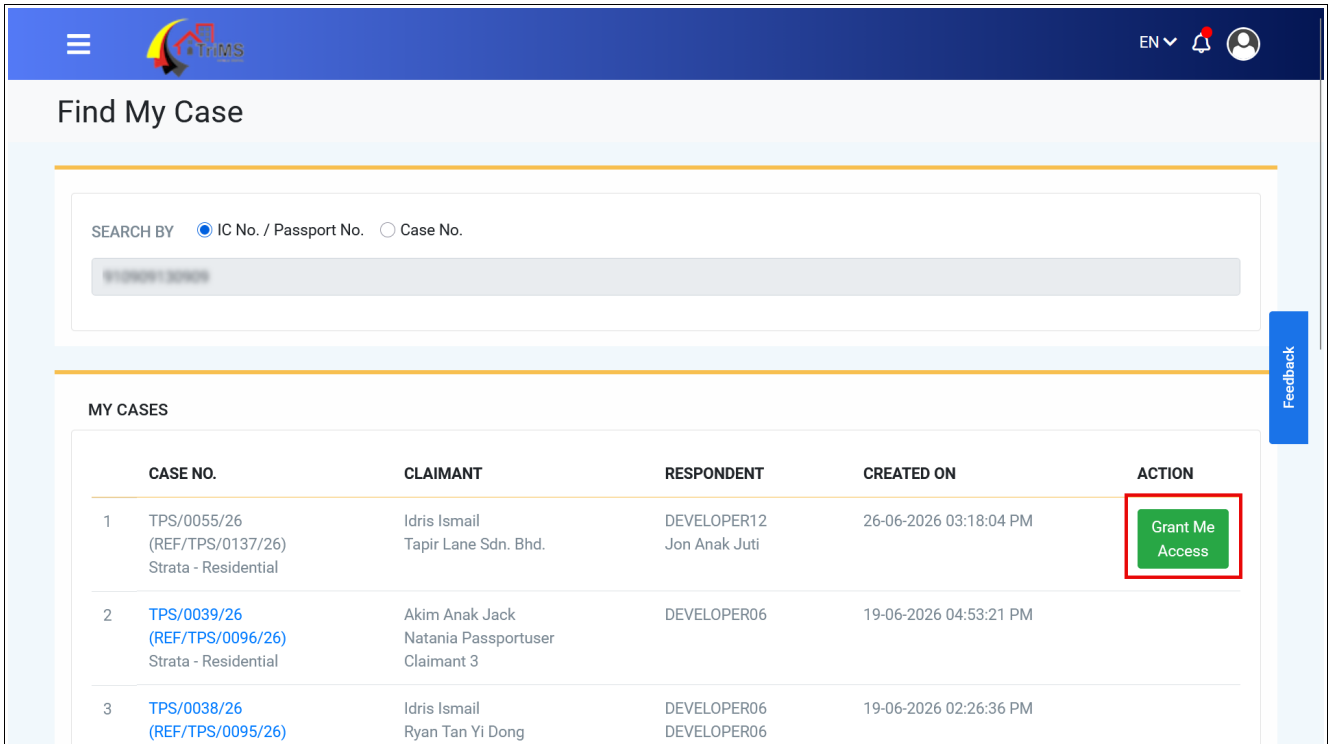
- Users can search for a case by selecting the **Case No.** radio button to switch the search method to Case Number.



SEARCH BY ☒ IC No. / Passport No. ☐ Case No.

700505130505

- Users can grant themselves access to a case they do not have permission to view by clicking the **Grant Me Access** button, as shown below.



Find My Case

SEARCH BY ☒ IC No. / Passport No. ☐ Case No.

MY CASES

|   | CASE NO.                                                                 | CLAIMANT                                             | RESPONDENT                   | CREATED ON             | ACTION                          |
|---|--------------------------------------------------------------------------|------------------------------------------------------|------------------------------|------------------------|---------------------------------|
| 1 | TPS/0055/26<br>(REF/TPS/0137/26)<br>Strata - Residential                 | Idris Ismail<br>Tapir Lane Sdn. Bhd.                 | DEVELOPER12<br>Jon Anak Juti | 26-06-2026 03:18:04 PM | <a href="#">Grant Me Access</a> |
| 2 | <a href="#">TPS/0039/26</a><br>(REF/TPS/0096/26)<br>Strata - Residential | Akim Anak Jack<br>Natania Passportuser<br>Claimant 3 | DEVELOPER06                  | 19-06-2026 04:53:21 PM |                                 |
| 3 | <a href="#">TPS/0038/26</a><br>(REF/TPS/0095/26)                         | Idris Ismail<br>Ryan Tan Yi Dong                     | DEVELOPER06<br>DEVELOPER06   | 19-06-2026 02:26:36 PM |                                 |

Feedback

## 3.4. Preference

The Preference section allows users to customize basic settings according to their needs, such as updating personal information, and adjusting display options

1. After successfully logging in, click on the **Profile** icon to open the Preference.

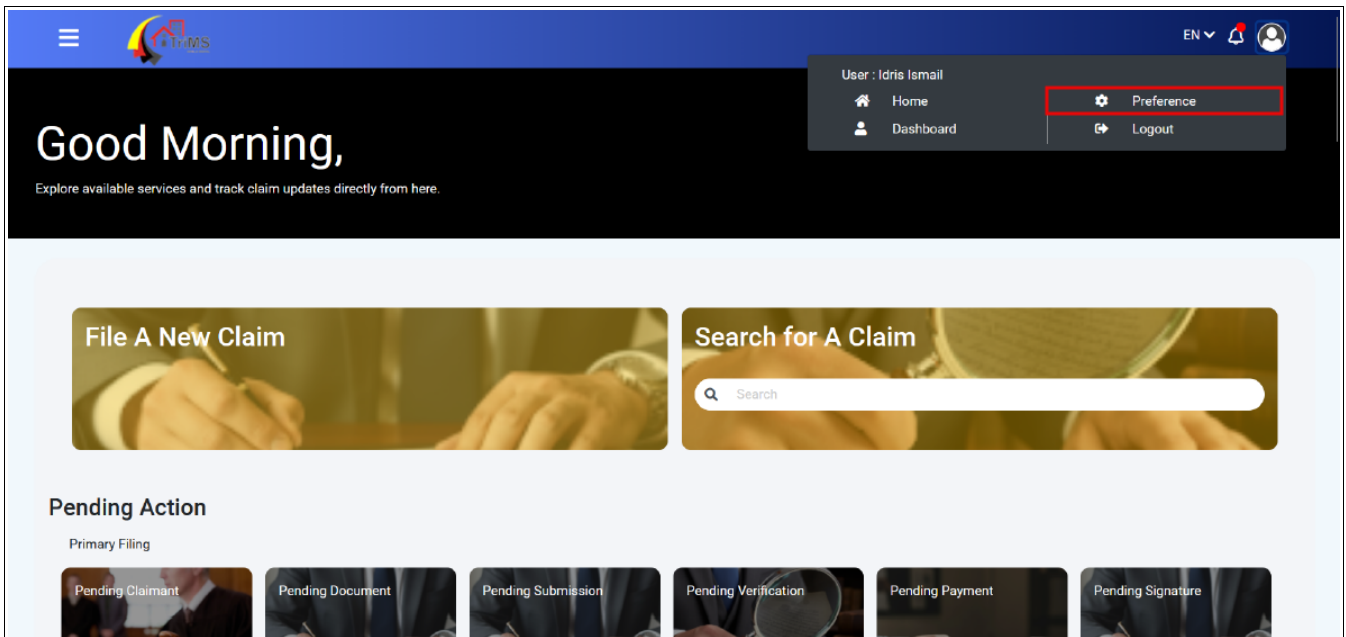
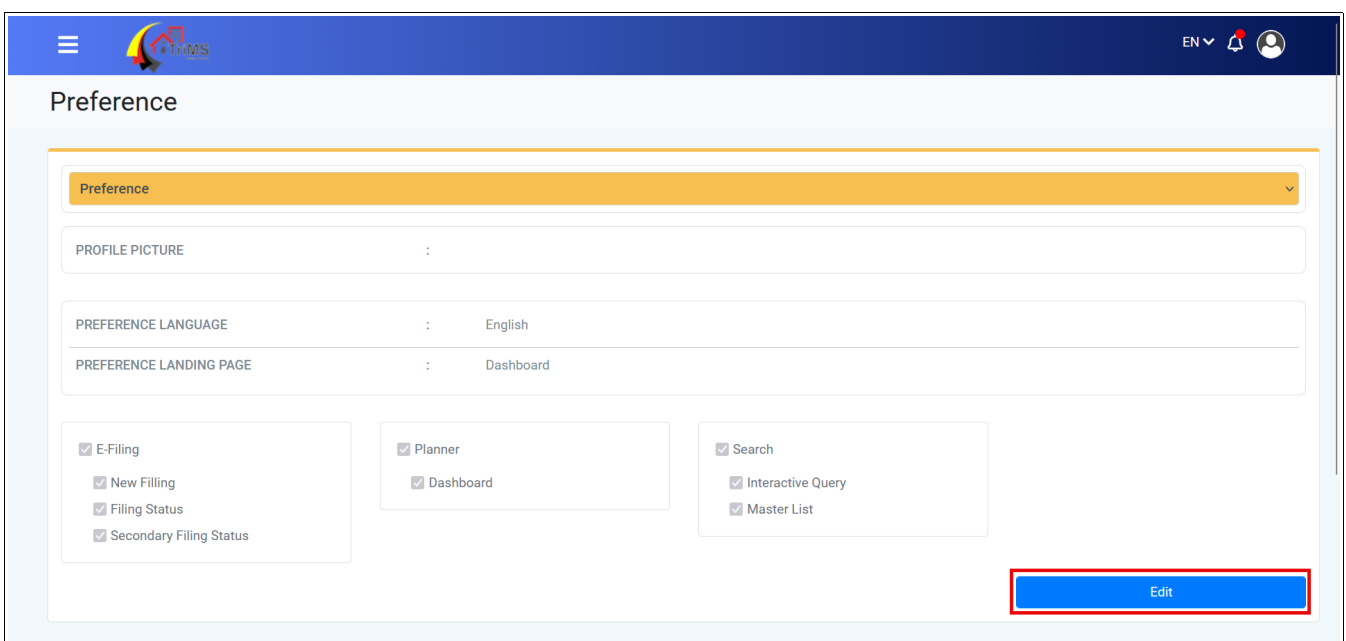
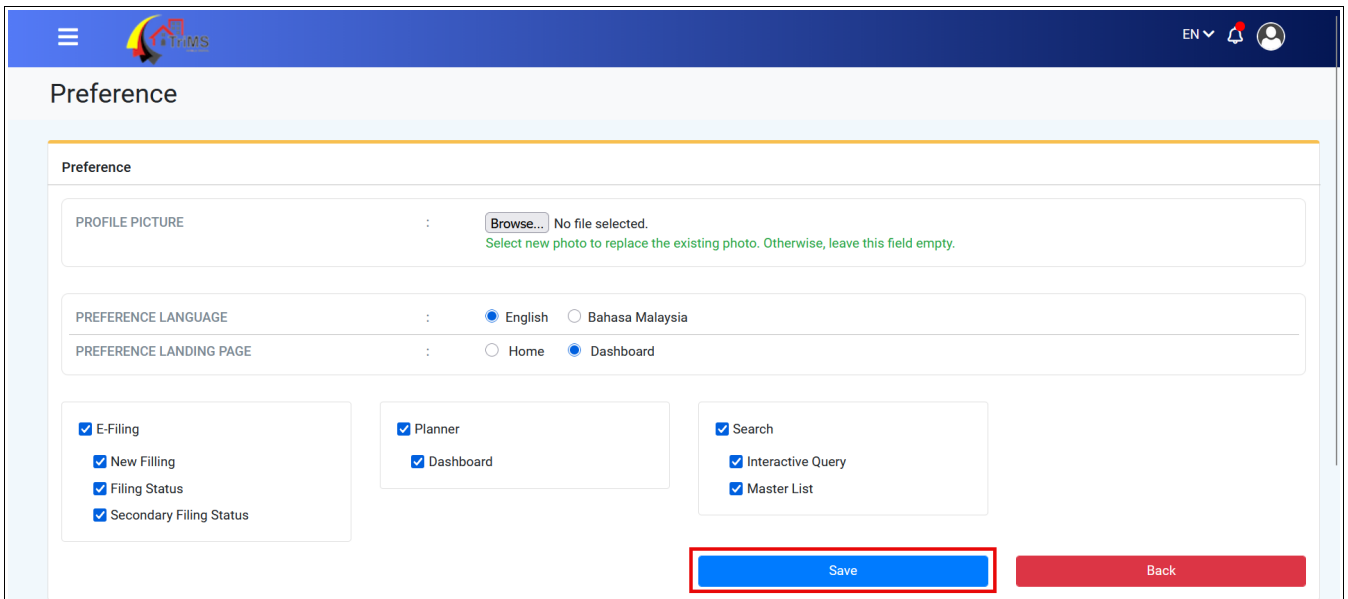


Figure : 131

2. Click on the **Edit** button to edit all the details.



- Once finished update the details, then click on the **Save** button to save the record.



The screenshot shows the 'Preference' page of the Tribunal Management System (TriMS) e-Filing interface. The page has a blue header with the TriMS logo and user information. The main content area is titled 'Preference' and contains several sections:

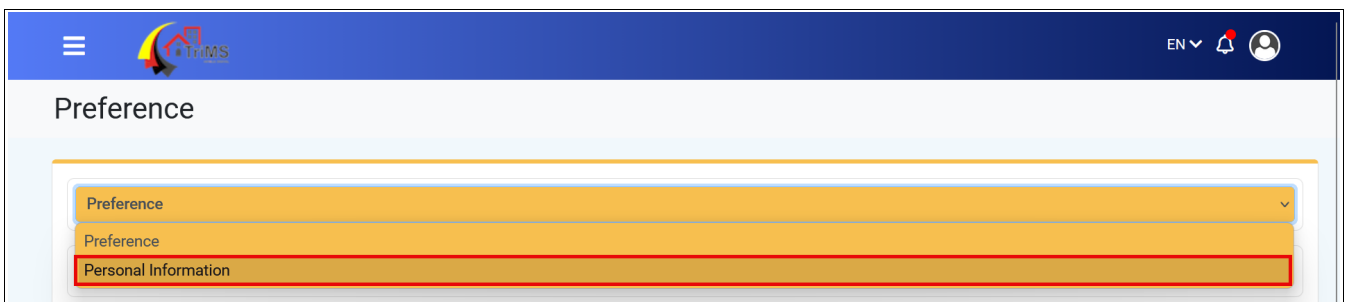
- PROFILE PICTURE**: A section with a 'Browse...' button and a note: 'No file selected. Select new photo to replace the existing photo. Otherwise, leave this field empty.'
- PREFERENCE LANGUAGE**: A section with radio buttons for 'English' (selected) and 'Bahasa Malaysia'.
- PREFERENCE LANDING PAGE**: A section with radio buttons for 'Home' and 'Dashboard' (selected).
- Modules**: Three columns of checkboxes for various modules:
  - E-Filing**: New Filing, Filing Status, Secondary Filing Status.
  - Planner**: Dashboard.
  - Search**: Interactive Query, Master List.
- Buttons**: A blue 'Save' button and a red 'Back' button at the bottom right.

Figure : 132

### 3.4.1. Personal Information

The Personal Information section provides users with access to their registered details within the system.

- At the *Preference* page, click on the drop-down button to view Personal Information module.



The screenshot shows the 'Preference' page of the Tribunal Management System (TriMS) e-Filing interface. A dropdown menu is open, showing the following options:

- Preference
- Preference
- Personal Information** (highlighted with a red rectangle)

Figure : 133

2. Click on the **Edit** button to edit all the details.

Preference

Personal Information

Last Updated : 09-12-2025 08:42:05 AM

|              |   |                               |
|--------------|---|-------------------------------|
| NAME         | : |                               |
| SALUTATION   | : | Tuan                          |
| EMAIL        | : |                               |
| IC NO.       | : | <div>New</div> <div>Old</div> |
| PASSPORT NO. | : | -                             |
| MOBILE NO.   | : |                               |
| DESIGNATION  | : | Public                        |

Edit

Figure : 134

3. Once finished update the details, then click on the **Save** button to save the record.

Preference

Personal Information

|               |   |                               |
|---------------|---|-------------------------------|
| NAME          | : |                               |
| SALUTATION *  | : |                               |
| EMAIL *       | : |                               |
| IC NO. *      | : | <div>New</div> <div>Old</div> |
| PASSPORT NO.  | : |                               |
| MOBILE NO.    | : |                               |
| DESIGNATION * | : | Public                        |

Save Back

Figure : 135

## 3.5. Feedback

The Feedback enables users to provide feedback, including comments, suggestions, and issue reports, to help improve the system and user experience. Feedback button will appear on every screen you enter.

1. Click on the **Feedback** button to submit any feedback.

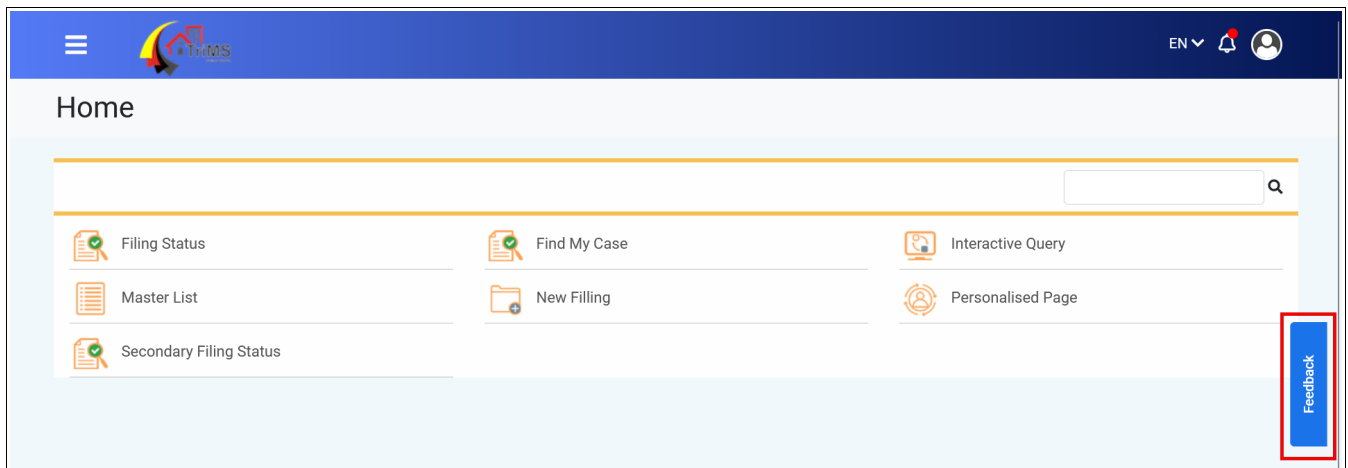


Figure : 136

2. Enter detailed and accurate feedback to help the Tribunal Court Officer better understand the issue or request. Then click on the Send button to proceed.

Feedback

Name

:

Idris Ismail

Email

:

idrismail@gmail.com

Type of Feedback \*

:

--- Please Select ---

Feedback \*

:

Enter your feedback here

0/2000

Send

Close

Figure : 137

3. The feedback already submitted successfully.

Message

Feedback sent successfully

Figure : 138





## CHAPTER

# 4

## TriMS REPORT

---

### Table Of Contents

|                |     |
|----------------|-----|
| 4. Report..... | 4-1 |
|----------------|-----|

**4. Report**

*Not Applicable*

**TriMS****FAQ & TROUBLESHOOTING**

---

**Table Of Contents**

|                                           |     |
|-------------------------------------------|-----|
| 5. FAQ & Troubleshooting.....             | 5-1 |
| 5.1. FAQ.....                             | 5-1 |
| 5.1.1. How to take a screen capture?..... | 5-1 |
| 5.1.2. How to update my browser?.....     | 5-3 |
| 5.2. Troubleshooting.....                 | 5-3 |
| 5.2.1. System Access .....                | 5-3 |
| 5.2.2. Printing Problem.....              | 5-4 |
| 5.2.3. System Performance.....            | 5-4 |
| 5.2.4. User Account Problem.....          | 5-5 |

## 5. FAQ & Troubleshooting

FAQ and Troubleshooting section will answer some basic technical questions and explain frequently misunderstood topics, features and concepts.

This section provides the following frequently asked questions and troubleshooting information:

### FAQ

- [How to take a screen capture?](#)
- [How to update my browser?](#)

### Troubleshooting

- [System Access](#)
- [Printing Problem](#)
- [System Performance](#)
- [User Account Problem](#)

## 5.1. FAQ

### 5.1.1. How to take a screen capture?

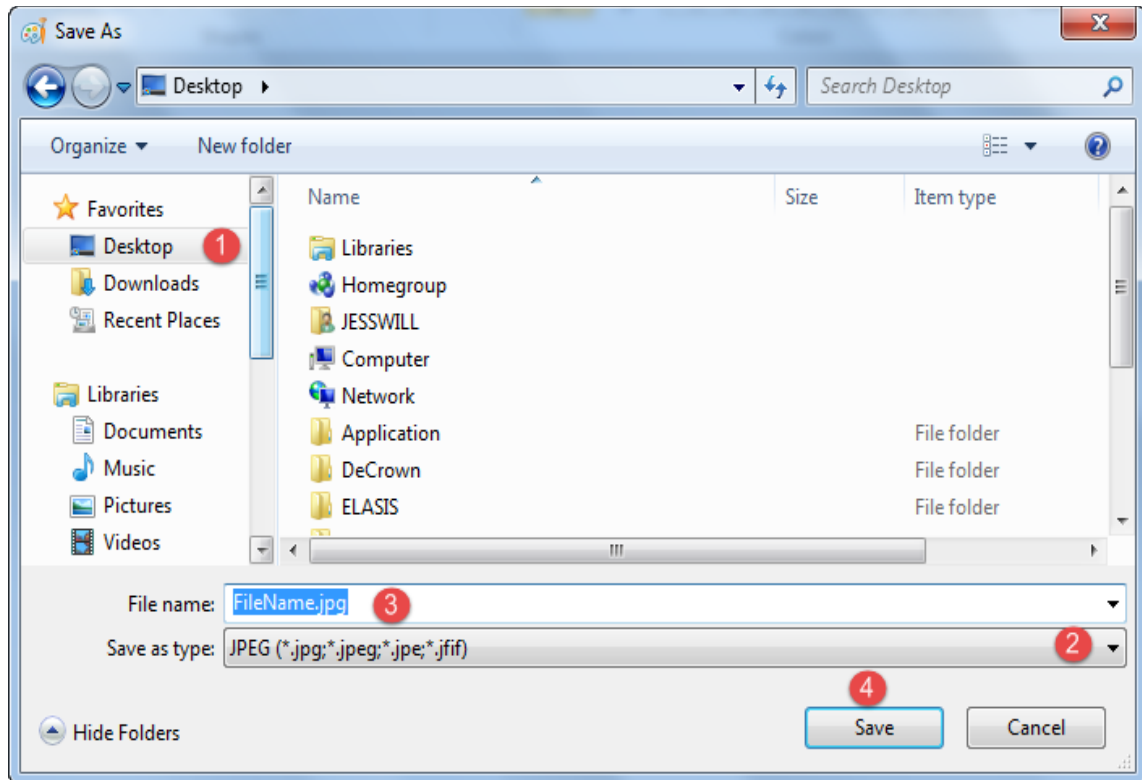
- [How to take a screen capture of the entire screen?](#)

#### Method 1: Using "Print Screen"

1. Open the window screen you want to capture.
2. Press **PrtSc** on your keyboard. This will capture an image of your entire screen and copy it to clipboard. The "Print Screen" button may be labelled as "PrtScn", "Prnt Scrn", "Print Scr", or something similar. On a laptop keyboard, you may have to press the "Fn" or "Function" key to access "Print Screen".



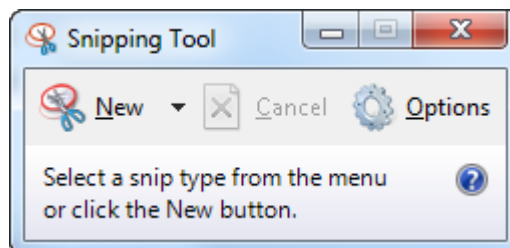
3. Open Paint by clicking the **Start** button , clicking **All Programs**, clicking **Accessories** and then clicking **Paint**.
4. In Paint, on the **Home** tab, in the Clipboard group and then click **Paste**.
5. Click the **Paint** button , and then click **Save**.



6. You may save it on your desktop by clicking (1) **Desktop** icon and (2) select “**JPG**” or “**PNG**” file type.
7. Write down your (3) **file name** and click (4) **Save** button.

#### Method 2: Using Snipping Tools

1. Open the window screen you want to capture.
2. Go to **Start >> All Programs >> Accessories >> Snipping Tools**.



3. Click the “**New**” icon and then drag your cursor on the area you want to capture.
4. Go to **File** and click “**Save As**” to save the file as **PNG** or **JPG** file type format.
5. Name your file, browse to the desired folder and then click **Save**.

### 5.1.2. How to update my browser?

It is recommended that you update your browser regularly to minimize any security risk posed by the internet criminals. Security vulnerabilities of your computer may be exploited to gain your personal information ( including emails, banking details, online sales, photos and other sensitive information) which could be stolen or destroyed. The following are the steps to update Mozilla Firefox and Chrome browsers.

#### A. Update Mozilla Firefox to the latest version.

By default, Firefox is set to automatically update itself but you can also do a manual update.

1. To do a manual update, click the menu  button, click help  and select "About Firefox".
2. The **About Firefox** window will open and Firefox will begin checking for updates and downloading them automatically.
3. When the updates are ready to be installed, click "**Restart to Update**".

#### B. Update Google Chrome to the latest version.

1. Click the Chrome menu  on the browser toolbar and select **About Google Chrome**.
2. The current version number is the series of numbers beneath the "Google Chrome" heading.
3. Chrome will check for updates when you're on this page. Click **Relaunch** to apply any available update.

## 5.2. Troubleshooting

### 5.2.1. System Access

Q: [Why I cannot access the system?](#)

A: Please read the following to find out the actual cause of the problem.

Q: [Can your colleagues access the system using their PC?](#)

A: If yes, the problem is could be your PC.

If no, could be your area network connection is down.

Q: [Can you access your email on Sarawaknet?](#)

A: If no, most likely your network is down, contact SAINS Contact Centre.

Q: [Are you granted access to the system?](#)

A: If no, apply to the relevant party to get your access.

If yes, can you try using your colleague's PC?

If you can access the system using other PC, then likely the problem is with your PC.

Q: [Can other people access the system using your PC?](#)

If yes, then most likely the problem is related to your account.

If no, it is confirmed that your PC is having the problem.

### 5.2.2. Printing Problem

Q: [Why I cannot print?](#)

A: Please read the following to find out the actual cause of the problem.

Q: [Can you print before?](#)

A: If yes, check your printer, make sure it is turn on and check your PC network or cable connection to the printer.

If you cannot ping the printer IP address, most likely the network cable/wireless connection is down.

If your computer or printer is new, install printer driver in your PC or inform the relevant people to install for you and configure the printer to be used in your application if applicable.

Q: [Can you view the document that you want to print?](#)

A: If no, check your Acrobat Reader if it is required for viewing and printing the document.

Install Acrobat Reader with the latest version required by your application.

If yes, check the printer whether it is available under the General tab or Printer name drop-down list. If the printer is not found, install the printer driver.

### 5.2.3. System Performance

Q: [Why my computer is very slow?](#)

A: The most likely causes of your computer slowness are listed below.

- If your computer has not been rebooted recently, make sure to reboot it before following any of the steps below.
- Remove or disable any **background** and **startup programs** that automatically start each time the computer boots.
- Delete temporary files using the Windows Disk Cleanup utility or other similar utility. You may delete manually all the files inside the “temp” folder.
- Make sure your computer hard drive has at least **200 - 500 MB** of free space available for swap and temporary files.
- Run **ScanDisk**, **chkdsk**, or something equivalent to check the condition of the computer's hard drive.
- Run **Defrag** to help ensure that data is arranged in the best possible order.
- Scan for **spyware** and **malware** using a free version of Malwarebytes.
- Scan for viruses using an antivirus program installed on your computer. You can run Trend Micro's free **Housecall** online utility to check for viruses on your computer and to remove them.

- Check for any hardware conflicts from the **Device Manager**.
- Update your windows security and browser plugins regularly to get all the latest updates.
- Update your computer with the latest drivers, especially the video drivers.
- If you have done any of the above steps but your computer is still slow try rebooting the computer again at this point.
- Upgrade your computer memory. Minimum of **1GB** of memory for **32-bit** system and **2GB** for a **64-bit** system.
- Run registry cleaner on your computer.
- If none of the above solutions resolve your issues, another option is to **reinstall Windows or erase everything** on your computer and then start over. **Caution: Make sure you backup your data!**
- If your computer continues to be slower than normal after doing all the above recommendations, it is possible that your computer has a hardware failure such as bad **hard drive, CPU, RAM, motherboard** or other component.
- Automatic map drive connection can cause slowness in boot up.
- Multiple anti-virus programs are installed in your computer.
- Close all other applications that you are not using.
- Check your network connection, make sure it is not down. If you cannot open or read your email, most likely your network is down.
- Uninstall unused software.
- Empty your Recycle Bin regularly.
- The "high end" computer purchased as new 5 years ago may run the latest version of Windows, but that doesn't mean that it will do it very well.
- Make sure your computer fan is functioning as an overheating computer can slower its performance.
- Delete cookies, cache and internet history from web browsers.

#### **5.2.4. User Account Problem**

Q: [How do I request for an account to access the system?](#)

A: Fill in the Account Request Form and submit to your Section Head for approval. Once it is approved notify the relevant personnel to create your account.

Q: [My account is locked, what should I do?](#)

A: Go to the application login page, click the "**Forgot Password**" link and follow the required steps to unlock your account or inform the relevant party to unlock if applicable.





## CHAPTER

# 6

**TriMS**

## **CONTACT US**

---

### **Table Of Contents**

|                                             |     |
|---------------------------------------------|-----|
| 6. Contact Us.....                          | 6-1 |
| 6.1. SAINS Contact Centre.....              | 6-1 |
| 6.2. Application Improvement Feedback ..... | 6-2 |
| 6.2.1. Via Web-based Feedback Form.....     | 6-3 |
| 6.2.2. Via Email.....                       | 6-5 |

## 6. Contact Us

### 6.1. SAINS Contact Centre

SAINS Contact Centre is a customer friendly (24x7) one-stop centre whereby you contact us via various channels listed below for system faults on hardware, software applications, network and on other required services especially the ones covered in our Service Level Agreements (SLA).

With SAINS Contact Centre, we will be able to respond to your service request more systematically, quickly and effectively as all the service requests are recorded, tracked and monitored using d'CROWN.

If you have any service requests and need help or support, please contact us via various channels listed below.

|                                                                                                          |                                                                                                     |                                                                                                   |
|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| <br>Email              | <a href="mailto:contactcentre@sains.com.my">contactcentre@sains.com.my</a>                          |                                                                                                   |
| <br>Online Submission | <a href="http://callcentre.sains.com.my">http://callcentre.sains.com.my</a>                         |                                                                                                   |
| <br>MCATS Application | <br>Android User | <br>IOS User |

|                                                                                                |                                                                                                                      |
|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <br>Telephone | <b>SAINS Contact Centre</b><br>Operational Hours:<br>(24 hours x 7 days)<br><br>Tel: 1-300-88-SAINS<br>1-300-88-7246 |
| <br>Fax       | Fax: (60) 82-442522                                                                                                  |

## 6.2. Application Improvement Feedback

To help us to improve our system, we provide online feedback form for you to raise your comments, suggestions or feedbacks related to applications. As a token of our appreciation, we will give away a fantastic mystery gift every 6 months in June and December to our selected lucky customer who contributed the most innovative and constructive comments on our application(s).

---

### *Notes:*

*Please use this online feedback function/form to send comments/suggestions for the application or service only. If you wish to feedback on any technical problems encountered while using the system, please contact our SAINS Contact Centre.*

---

Send us your comment/suggestion by completing the Online Application Improvement Feedback Form or by emailing to us using the following email address : [feedback@sains.com.my](mailto:feedback@sains.com.my)



The Online Application Improvement Feedback Form is normally found at the System Main Page for web-based application.

Below are the details on how you can submit your feedback to us:

- Via Web-based Feedback Form
- Via Email

### 6.2.1. Via Web-based Feedback Form

1. At the browser, enter the URL <http://callcentre.sains.com.my>.

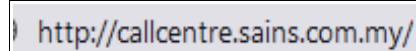


Figure : 139

2. The contact centre landing page will be shown and click Report a Problem to lodge the issue.

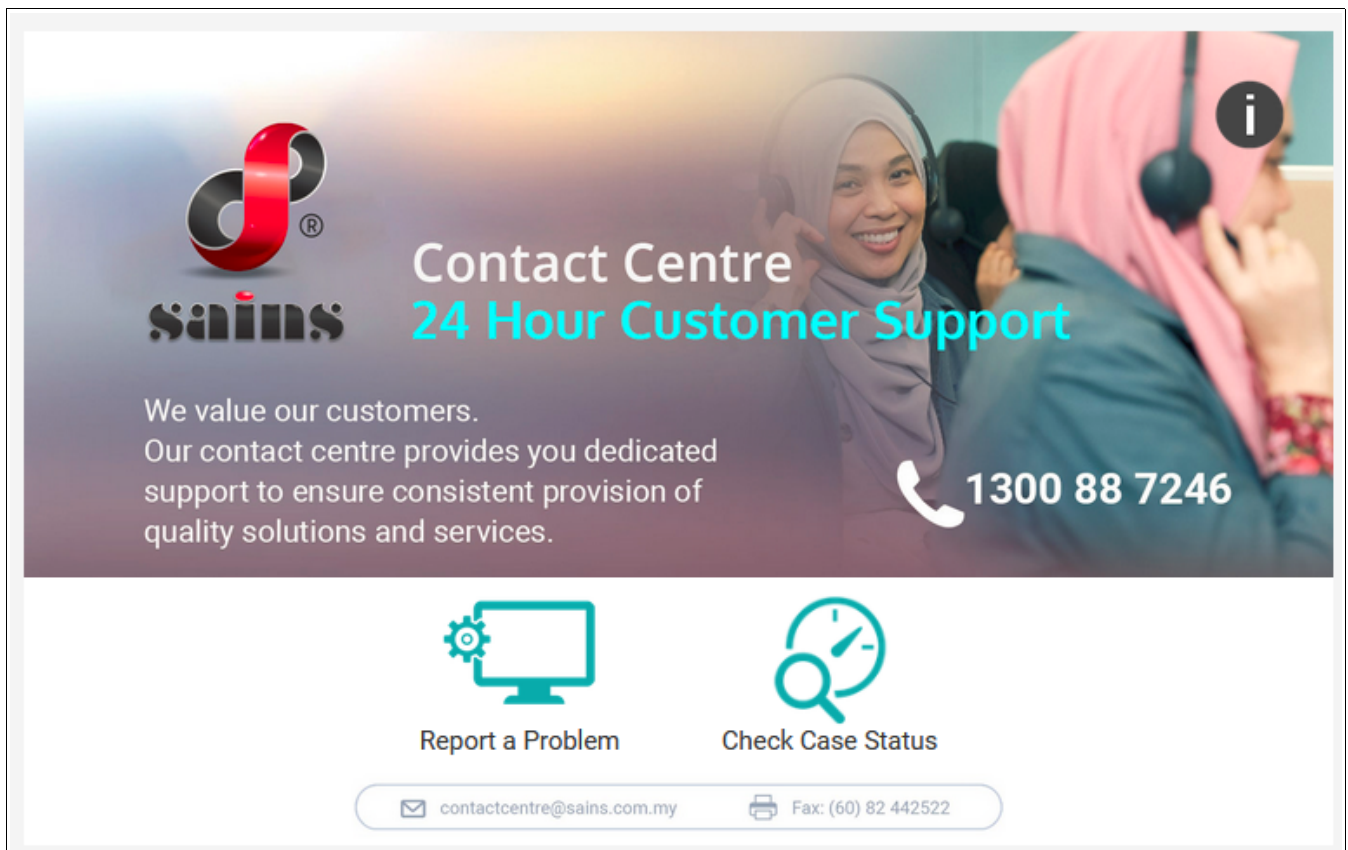


Figure : 140

3. The Contact Centre form page will be shown and enter all the fields accordingly. Once done, Click the **Submit** button.

 | [Report a Problem](#) | [Check Case Status](#)

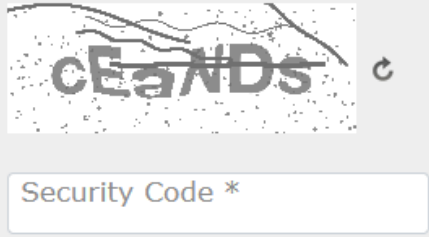
**Contact Centre**  
**Report a Problem**

 [SAINS Customer Satisfaction Survey 2022](#)

Type \*

☒ Application ☐ Network ☐ Hardware ☐ Others

Figure : 141



☐ I agree to SAINS [Privacy Policy](#)

Figure : 142

#### **6.2.2. Via Email**

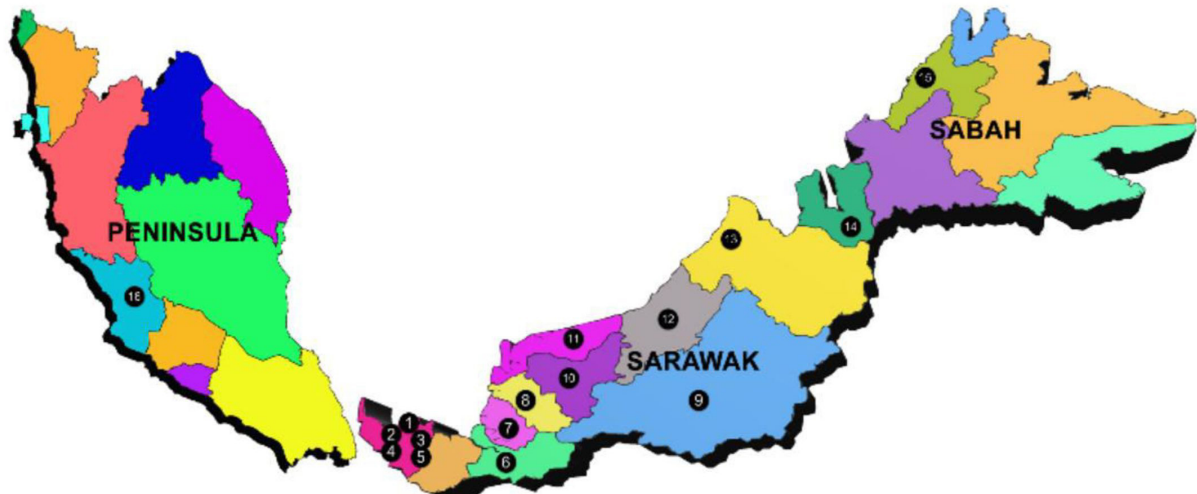
You may also submit your feedback via our email address [feedback@sains.com.my](mailto:feedback@sains.com.my) or contact our **SAINS Contact Centre** as listed above.

**1 SAINS Head Office**

Tel: (60) 82-668668  
Fax: (60) 82-668669  
Lot 250, Block 250, Kuching-Samarahan  
Expressway, 93010 Samarahan, Sarawak,  
Malaysia.

**2 SAINS Contact Centre**

Tel : 1300-88-7246  
Fax: (60) 82-442522  
Email : [contactcentre@sains.com.my](mailto:contactcentre@sains.com.my)  
Website: <http://callcentre.sains.com.my>



**3 SAINS Petra Jaya Office**

Tel : (60) 82-512333  
Fax: (60) 82-512330  
Sublot 9&10 of 2<sup>nd</sup> Flr, Medan Hamizan Jln Tun  
Datuk Ya'kub Petra Jaya, 93050 Kuching  
Sarawak, Malaysia.

**4 SAINS EcoMall Training Centre**

Tel: (60) 82-447602  
Fax: (60) 82-447602  
Unit No.MF-1,Mezzanine Flr, EcoMall, Lot 13967,  
Section 65, KTLD, Jln Semariang, 93050 Kuching  
Sarawak, Malaysia.

**5 SAINS CityOne Office (CT1)**

Tel : (06) 82-266266  
Fax: (06) 82-266255  
LG 12, Lower Ground Floor, Mall 2, CityOne  
Megamall, Jalan Song, 93350 Kuching, Sarawak

**6 SAINS Sri Aman**

Tel: (60) 83 - 324 423  
Fax: (60) 83 - 324 423  
Pejabat Residen Sri Aman, Jln Abang Aing,  
95000, Sri Aman

**7 SAINS Betong**

Tel: (60) 83-472 811  
Fax: (60) 83-472 811  
Lot 611, 1st Floor, Jln Ah Wee, Betong Town  
District, 95700 Betong

**8 SAINS Sarikei**

Tel: (60) 84 - 658 793  
Fax: (60) 84 - 651 132  
1st Floor, Sublot 3, Lot 1799, Block 36 No. 5,  
Lorong Mutiara 2, Jln Bersatu, 96100 Sarikei

**9 SAINS Kapit**

Tel: (60) 84-789 040  
Lot 2141, 1st Floor, Shop Lot 35, Jln. Bletch,  
96800 Kapit, Sarawak

**10 SAINS Sibu**

Tel: (60)16 306 7246  
1st & 2nd Floor, No 8, Lorong Intan 6B, 96000  
Sibu, Sarawak.

**SAINS Mukah**

**11** Tel: (60) 84-872 987  
Fax: (60) 84-873 987  
Tingkat Bawah, Bangunan Pejabat Daerah  
Mukah, Jln. Kubu 1, 96400 Mukah, Sarawak.

**12 SAINS Bintulu**

Tel: (60) 86-314518 / 314519  
Lot 37, Level 5, Ibraco Town Square,  
Jalan Tun Ahmad Zaidi, 97000 Bintulu, Sarawak

**13 SAINS Miri**

Tel: (60) 85-431  
Fax: (60) 85-431 213 /426 117  
A-3A-31B, Miri Time Square, Marina Parkcity,  
98000 Miri, Sarawak

**14 SAINS Limbang**

Tel : (60) 85 - 211 488  
Fax: (60) 85 - 211 488  
Bangunan Limbang Plaza, Tingkat 4 (LDC Office),  
98700 Limbang, Sarawak.

**15 SAINS Kota Kinabalu**

Tel: (60) 88 - 746879  
Lot 2, Block F, 1st Floor, Lintas Jaya Uptownship,  
Jalan Lintas Kepyayan Highway, 88300 Kota  
Kinabalu, Sabah

**16 Silicon Communication Sdn.Bhd. (SELANGOR)**

Tel: (60) 3-8945 8648  
Fax: (60) 3-8943 1648  
9-2, 2nd Floor, Jalan Prima Tropika Barat 2,  
Taman Prima Tropika, 43300 Seri Kembangan,  
Selangor Darul Ehsan



Digital Partner for Life

## SARAWAK INFORMATION SYSTEMS SDN BHD

**Head Office:**

Tel: (06) 82-668668

Fax: (06) 82-668669

Lot 250, Block 250, Kuching-Samarahan Expressway,  
93010 Samarahan, Sarawak, Malaysia

**SAINS Contact Centre**

Tel : 1300-88-7246

Fax: (60)-82-442522

Email: [contactcentre@sains.com.my](mailto:contactcentre@sains.com.my)

Website: <http://callcentre.sains.com.my>

**SAINS EcoMall Training Centre**

Tel : (60) 82-447602

Fax: (60) 82-447602

Email: [training@sains.com.my](mailto:training@sains.com.my)

Unit No.MF-1, Mezzanine Flr, EcoMall,  
Lot 13967, Section 65, KTLD, Jln Semariang,  
93050 Kuching, Sarawak, Malaysia.

Copyright © 2025 SAINS. All Rights reserved

All parts of this manual are the property of SAINS. No parts of this manual may be reproduced in any manner whatsoever including mechanical or electronic media such as disk or tape. No part of this manual may be transmitted in any form by any means without the written permission of SAINS.